

## **Summary of Practicum Experience**

Booth Manor is an independent living facility for senior citizens aged 62 and older. Located in South St. Louis City and owned by The Salvation Army, Booth Manor (named after The Salvation Army's founder, William Booth) contains seventy-three apartments (one-bedroom units) for low-income seniors. The facility provides not only socialization through planned activities and outings for its residents, but also health screenings, an emergency response system, 24-hour security, maintenance, and social services.

The Social Service Coordinator's role is to link residents to available resources in the community in order for them to remain independent and in their own apartments. Specifically, she assists residents in applying for Medicaid and food stamps, obtaining emergency food, clothing, and medications, and acquiring health screenings and medical services, including home health, mental health services, physician services, and substance abuse counseling. If a resident is unable to stay in his or her apartment due to physical and/or cognitive declines, the Service Coordinator assists the resident and their family with relocation to a greater level of care or to a family's home with ancillary services and equipment.

My role at Booth Manor as a practicum student will include first shadowing and then assisting the Social Service Coordinator in obtaining and applying for needed services and resources for the residents of Booth Manor. I will also be assisting in discharging planning for those wanting, or having to leave, Booth Manor. Additionally, I will spend some time at The Salvation Army Temple Corps, located next door to Booth Manor. This community center provides emergency and social services and has programs for both children and older adults. It also has a Transitional Housing program. My role at The Salvation Army Temple Corps will be to link the older adults from Booth Manor to programs at the Temple Corps as well as to incorporate the seniors who participate in services at Temple Corps in programs and services at Booth Manor.

**1. Student will develop an understanding of the agency, its history, services provided, impact on the population served, and the role of the social worker in the agency.**

#### **Activities**

- Student will shadow and interview the property manager, housing specialist, and social service coordinator regarding their roles/responsibilities and how they interconnect.
- Student will review Policy and Procedures Manual of Booth Manor, including Residents' Rights and operate within its policy guidelines.
- Student will review The Salvation Army website, their 2009 Yearbook, and articles provided by MSW supervisor to discover the history of the organization, its values and guiding principles, its philosophy, the mission statement, and services offered at their numerous locations.
- Student will receive individualized orientation from Social Service Coordinator regarding not only Booth Manor, but also The Salvation Army.
- Student will discuss the organizational structure of the St. Louis division of The Salvation Army with MSW supervisor.
- Student will interview the Older Adult Ministries Director in order to develop an understanding of the programs and services that The Salvation Army offers, particularly at The Temple Corps, that are specifically targeted to the older adult population.

#### **Evaluation**

- Agency task supervisor and student will discuss Policy and Procedures manual and Residents' Rights.
- Student will discuss interviews of property manager and housing specialist with Social Service Coordinator to ensure student understands each person's role.
- MSW supervisor and student will discuss services offered by The Salvation Army and student will have a clear understanding of programs offered.
- Student will meet with MSW supervisor weekly at scheduled time.

#### **Learning Outcomes**

- Student will understand the mission, goals, values, services offered, and the organizational structure of Booth Manor, the Temple Corps, and The Salvation Army as a whole.
- Student will be able to describe the role of the Social Service Coordinator of Booth Manor and the responsibilities that the position entails.

**2. Student will learn about multidimensional assessment (identifying problems, collecting data, and analyzing information) with a range of client systems (individuals, families, small groups, organizations and/or communities).**

***Activities***

- Student will initially shadow task supervisor while she completes resident intake form.
- Student will complete and update each resident's intake form, which includes demographic information, income level, insurance information, legal information, behaviors, socialization, emotional status, community supports, functional skills and mental functioning.
- Student will interview Service Coordinator Coalition Chairperson, Kathleen Eichhorst, as to the challenges that many older adults face and ways in which to identify problems and issues within residents, organizations, and the larger community.
- Student will attend a Service Coordinator Coalition meeting in order to understand the challenges that service coordinators face on a daily basis.

***Evaluation***

- Student and task supervisor will meet to review proper assessment of clients' needs and the best possible way to approach problem solving based on intake form.
- Supervisor will review any written assessments and documentation.

***Learning Outcomes***

- Student will be proficient in completing initial assessments.
- Student will acquire skills in interviewing clients to identify problems and possible solutions.
- Student will understand the unique problems that low incomes seniors face and the challenges within organizations and the larger community.

**3. Based on the multidimensional assessment, the student will outline goals, develop an intervention plan, implement the plan and evaluate results.**

***Activities***

- Student will learn to identify the resources available for resident after an initial assessment. This includes applying for Medicaid, food stamps, emergency food assistance, etc.
- Student will assist resident in obtaining the applications and applying for needed services or programs.

- Student will follow up with resident to discover if the services and programs are meeting their needs.

#### ***Evaluation***

- Student will discuss resident's situation with supervisor and student's ideas for meeting clients' needs.

#### ***Learning Outcomes***

- Student will demonstrate competence in recognizing the needs of the population served and be able to provide information regarding the best possible programs and services available to meet those needs.

#### **4. Student will develop oral and written communication skills appropriate to the practicum setting.**

#### ***Activities***

- Student will speak with residents, particularly older adults, in an age appropriate, professional manner by communicating with residents on the phone and in face-to-face contact.
- Student will assist residents and their family members in correctly completing forms and gathering necessary documents and information that pertain to programs/services that they are eligible for.
- Student will document interactions with residents and chart on services, programs, and resources that student has arranged or assisted them with.

#### ***Evaluation***

- Student's task supervisor will review written documentation and forms that are completed by student.
- Student's task supervisor will monitor and observe conversations and interactions between student and residents, their family members, staff members, and vendors on a daily basis.

#### ***Learning Outcomes***

- Student will improve communication skills with clients, particularly older adults, and their families.
- Student will improve communication skills with staff members, vendors, and outside agencies that she is referring residents to.
- Student will be able to complete forms and collect the correct documents for programs and services for residents.

**5. Student will identify major organizational functions and evaluate the impact of organizational decision making on client systems.**

***Activities***

- Student will discuss organizational structure of the St. Louis division of The Salvation Army with MSW supervisor.
- Student will review and discuss Booth Manor's policies and procedures with task supervisor.

***Evaluation***

- Student and supervisor will discuss the structure of The Salvation Army as a whole and the smaller structure of Booth Manor and the Temple Corps.

***Learning Outcomes***

- Student will demonstrate an understanding as to why the policies and procedures have been put in place in order to better serve clients.
- Student will demonstrate an understanding as to the structure of The Salvation Army, including the positions held within its religious ministry (Captains, Majors, Colonels, etc.).

**6. Student will identify major social policies affecting the client population served by the practicum setting and participate in one social change activity that impacts the clients served.**

***Activities***

- Student will study policies affecting older adults, particularly in regards to Medicare, Medicaid, home health care, disability, and HUD housing by discussing these issues with her supervisor and researching policies in booklets on the Internet.
- Student will research and choose a topic that is being discussed in the Missouri legislature that affects older adults. Student will then speak with residents of Booth Manor and attendants of Temple Corps about the topic and will arrange a guest speaker and/or organize a letter writing campaign with the residents to their representatives.

***Evaluation***

- Student will demonstrate to her task and MSW supervisors, knowledge and understanding of policies relating to older adults, particularly those who are low-income.
- Student will discuss current legislative topics that could affect older adults in the Missouri area with task and MSW supervisor.

### ***Learning Outcomes***

- Student will acquire a greater understanding of how larger social policies affect Booth Manor and the older adults that it serves.
- Student will understand the potential impact that The Salvation Army, including its residents at Booth Manor and the attendants of Temple Corps, can have on policy and law making.

**7. Student will identify issues of diversity in the population served by the agency and understand how his/her values and behaviors impact on the service delivery of this population.**

### ***Activities***

- Student will speak with supervisor regarding the demographics of the population being served within Booth Manor, Temple Corps, and The Salvation Army as a whole.
- Student will interact with residents of a diverse nature, in regards to gender, race, age, ability, socioeconomic status, and sexual orientation.
- Student will journal for practicum seminar class her own reflections of personal values and behaviors in regards to diversity and how it affects her delivery of services.

### ***Evaluation***

- Task supervisor will monitor student while she is interacting with residents and their families from diverse backgrounds.
- Task supervisor and student will discuss and reflect on any challenges that student may have in working with residents of a diverse nature.
- Student will discuss journal entries and field experiences with diversity with practicum seminar instructor and other MSW students in the seminar class in order to obtain feedback and suggestions on working with clients from diverse backgrounds.

### ***Learning Outcomes***

- The student will develop knowledge on how diversity affects the relationship between clients and social services.
- The student will demonstrate the ability to work with clients and their families from different backgrounds.
- The student will demonstrate the ability to look inward and discover her own biases and challenges in working with a diverse population.

**8. The student will gain an understanding of client systems within the context of the community. (This includes learning about community resources).**

***Activities***

- Student will review pamphlets, brochures, and booklets gathered and developed by the Social Service Coordinator regarding services and programs frequently used at Booth Manor.
- Student will research on the Internet and through phone contacts appropriate resources for each unique circumstance.
- Student will become familiar with resources' eligibility requirements and the proper way to apply for services.
- Student will set up interviews between herself and outside vendors that offer needed services (example-home health care, private duty, etc.) to add to the services offered within Booth Manor.
- Student will make appropriate referrals to residents based on their needs and follow-up as to how the program or service is going.
- Student will hold a meeting and/or develop a survey as to what services/programs residents need or would like to have more information about.
- Student will set up guest speakers and presentations for the residents of Booth Manor and older adults in the community based on their interest.

***Evaluation***

- Task supervisor will review referrals offered by student as to their effectiveness.
- Task supervisor will observe presentations and guest speakers and ask residents as to their usefulness.

***Learning Outcomes***

- Student will gain an understanding as to the resources that are available for older adults, particularly those who are low income, and the steps that must be taken to ensure services/programs are obtained.
- Student will become more knowledgeable of how to assess what services or programs are needed for the residents of Booth Manor.

**9. Student will use the NASW Code of Ethics in his/her practice with client systems and identify potential ethical dilemmas in her practicum experience.**

***Activities***

- Student will review NASW Code of Ethics prior to beginning her practicum experience and throughout her time at Booth Manor and The Salvation Army Temple Corps.
- Student will review The Salvation Army Social Services Code of Ethics.
- Student will be aware of and discuss with supervisor ethical issues that may arise in this particular setting and in working with older adults, including confidentiality and privacy, end of life issues and legal issues and will be able to identify circumstances when confidentiality must be broken.
- Student will display ethical conduct when working with residents and their families.

***Evaluation***

- Student and task supervisor will discuss ethical dilemmas that may arise throughout the course of the practicum experience.

***Learning Outcomes***

- Student will be able to identify ethical dilemmas that frequently occur when working with older adults.
- Student will develop skills and strategies in order to resolve ethical dilemmas.
- Student will develop the ability to utilize the NASW Code of Ethics and The Salvation Army's Code of Ethics as a tool in guiding behavior when facing an ethical dilemma

**10. Student will identify critical areas of program and practice evaluation including evaluation aims, methods, and results.**

***Activities***

- Student will speak with MSW supervisor and the divisional program planner as to how the programs and services offered by The Salvation Army are evaluated.
- Student will assist task supervisor in interviewing residents and distributing surveys to the residents of Booth Manor and attendants of Temple Corps as to their satisfaction with the programs and services provided by The Salvation Army.

***Evaluation***

- Student and MSW supervisor will discuss the importance of evaluation of programs and services offered by The Salvation Army to its staff, clients, the community, and the numerous countries that The Salvation Army is present in.

***Learning Outcomes***

- Student will learn how The Salvation Army evaluates its services and programs, including how its results are measured and collected.
- Student will come to a greater understanding as to the importance of evaluating programs and services.