

NEWCOMBE CONFERENCE

SEPTEMBER 22, 2023

Engaging the Whole Student:
Internships and Hybrid
Coursework

Robin Mama, PhD, MSS, LSW
Paul Urbanski, PhD, MSSW



MONMOUTH
UNIVERSITY

SCHOOL *of*
SOCIAL WORK

10/26/2023



MONMOUTH
UNIVERSITY

SCHOOL *of*
SOCIAL WORK

Monmouth University Social Work Students participate as interns during their undergraduate training and graduate training. This includes learning skills, knowledge, and behaviors in clinical and agency settings and that reflect the ethical practice of the social work profession.



MONMOUTH
UNIVERSITY

SCHOOL of
SOCIAL WORK

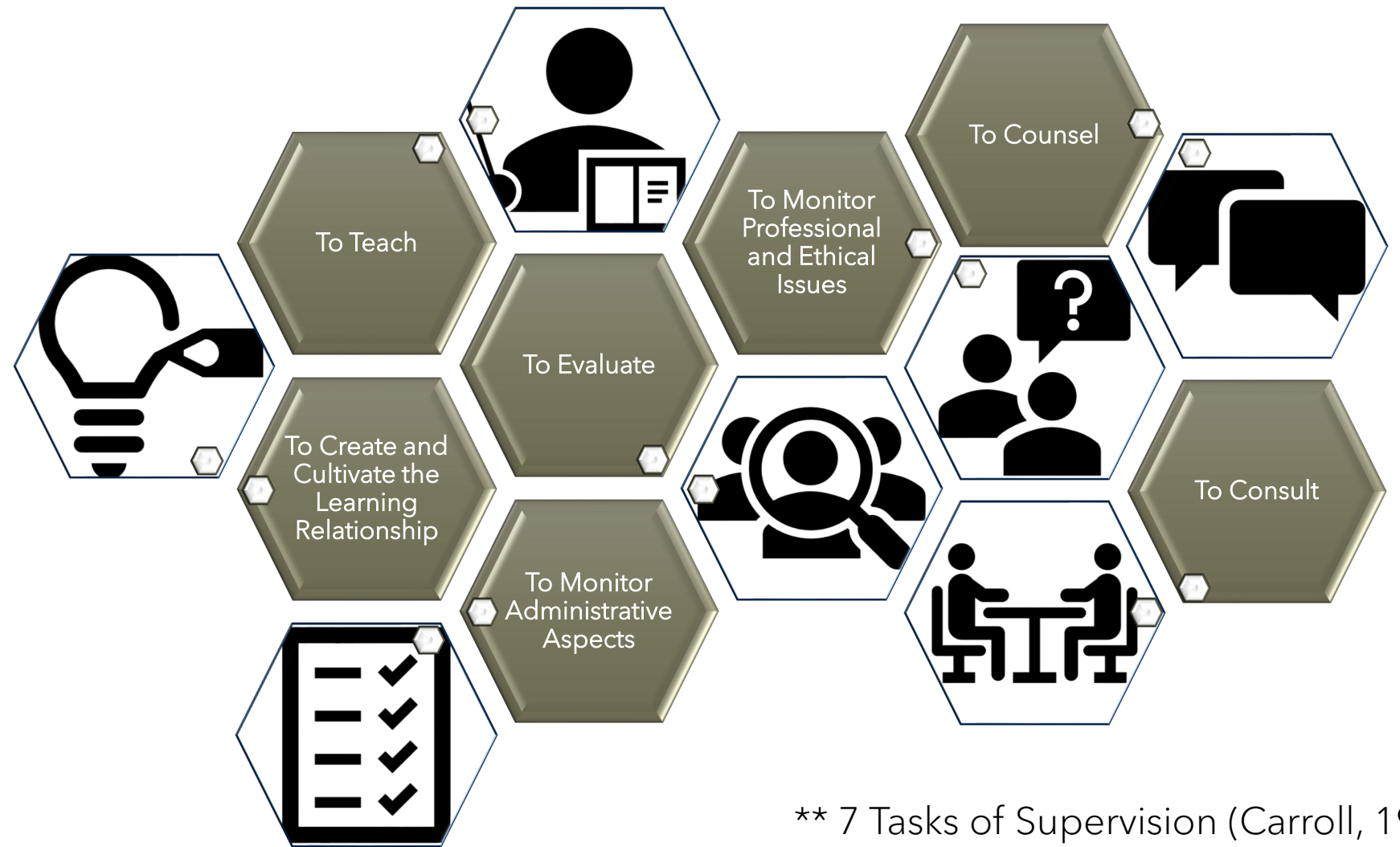
A Case Study

A student was having difficulty in field and the student's advisor was contacted by the field instructor and the advisor also had been contacted by a separate course instructor who saw the student was struggling. Concerns were raised that the student may not be ready for graduate-level studies and may need to be counseled out of the program. What follows are stages followed when such a problem arises.

7 Tasks of Supervision

As illustrated in the graphic, social work students receive weekly supervision to ensure they are meeting the requirements of the school and the agency.

On rare occasions issues arise that lead the agency supervisor to contact the school and raise their concerns with advisors.



** 7 Tasks of Supervision (Carroll, 1996)

Best Practices



GATEKEEPING

The school's approach for the handling of student performance problems.

To ensure that clients, classmates, faculty, and internship sites are not subject to physical or mental health risks caused by or perpetuated by a student.



Issues that are Concerns

There are reasons a supervisor should alert the school that there is an issue that needs to be addressed

1. Code of Ethics violations
2. Unprofessional Behaviors
3. Inability to relate and/or communicate with peers
4. Inability to relate and/or communicate with supervisor
5. There are active mental health concerns
6. Active addiction
7. Class grade point average
8. Other



Strengths in the Student

Legitimate concerns can be raised about a student's performance or a concern that they may not be able to complete the program successfully. This could lead to a student being counseled out of the program. But some exceptions can be made.

1. The student is passionate to work in the profession.
2. The student has demonstrated a desire to work hard to improve.
3. They may have reached out for support but found the support helpful.
4. There can be goodness-of-fit issues with either a school support or the agency the student interns at.
5. Class grade point average
6. Other



MONMOUTH
UNIVERSITY

SCHOOL *of*
SOCIAL WORK

Playing to the Students Needs

The previous slide provides a compelling way to think about student success. Often our students who struggle academically believe they are the problem. As they struggle to succeed, the belief that they are the problem grows stronger. In the previous slide, Herbie Hancock's story of playing the wrong chord is met with Miles Davis changing his solo and turning the wrong chord into the right chord. When we start where the student, we signal to the student that they are okay, that we will adjust to them and in turn better the chances of a positive outcome.

Utilizing Grad Students

Often students will use writing services provided by the larger university when the student is struggling with course work. The writing services tutors may not have background knowledge of the student's discipline (in this case social work) creating challenges to supporting the student. By using graduate social work students as tutors, a common ground is established. Also, social work students are taught to engage with clients which means building supportive connections that serve the needs of the student.

Result

The student was paired with a graduate social work student who would provide tutoring. The graduate student tutor was a more comfortable choice for the student rather than working with faculty which can be intimidating.

By using graduate social work students as tutors, a common ground is established. Also, social work students are taught to engage with clients which means building supportive connections that serve the needs of the student.

Our graduate assistant was able to engage with the student and build a supportive relationship. The student was able to remain in the program their grade point average improved dramatically.

She found an internship that was a good fit, nominated her supervisor for "supervisor of the year" and won. The student went on to received a Newcombe Scholarship and is now employed as a health care case manager.



MONMOUTH
UNIVERSITY

SCHOOL of
SOCIAL WORK

COVID-19 & Community Mental Health

The emergence of COVID-19 had a significant impact on mental health needs of community agencies in New Jersey.

The School of Social Work's internship program, has been a critical source of support to these agencies through student internships.

The pandemic and the closing down of in-person service provision made it difficult for agencies and students to provide mental health services to the community.

In response, Monmouth University's School of Social Work began a telehealth program to meet the mental health needs of our communities and students.



MONMOUTH
UNIVERSITY

SCHOOL of
SOCIAL WORK

Coronavirus (COVID-19): 8 Ethical Considerations for Social Workers

- **Become Competent in the Use of Technology** - *Acquire the necessary knowledge and skills to provide such services in a competent manner.*
- **Ensure Privacy for All Electronic Communications and Records** - *adhere to ethical responsibilities.*
- **Practice Self-Care** - *Self-care includes sufficient sleep, healthy nutrition, positive mindset, exercise, and social support.*
- **Public Emergencies** - *provide appropriate professional services in public emergencies to the greatest extent possible.*

<https://www.socialworkers.org/About/Ethics/Ethics-Education-and-Resources/Ethics-8/Coronavirus-8-Ethical-Considerations-for-Social-Workers>



Establishing a Telehealth Clinic

The Monmouth University Community Care Telehealth Clinic (MUCCTC) was established in May 2020 as a project under the School of Social Work.

It was created to provide free counseling to any adult, age 18 and over, in the state of New Jersey.

The clinic also functioned as a remote field internship site for 2nd year social work graduate students in the clinical practice specialization.

The MUCCTC is an excellent example of a project that combined faculty expertise, student benefit and community impact that extended beyond Monmouth County to the entire state of New Jersey.



MONMOUTH
UNIVERSITY

SCHOOL of
SOCIAL WORK



MONMOUTH UNIVERSITY

COMMUNITY CARE TELEHEALTH CLINIC

What Is MUCCTC?

MUCCTC is a **free online counseling service** staffed by supervised Monmouth University clinical social work graduate interns. With flexible hours and accessible from anywhere, the program provides therapeutic support for the adult population of New Jersey. Participants must be 18 years or older and cannot be a member of the Monmouth University community.

MUCCTC Mission Statement

Our mission is to be a community leader in providing accessible telehealth services to adults residing in the State of New Jersey. Built on the principles of collaboration and strengths-based counseling, we seek to promote the emotional and mental well-being of the individuals we serve, while also supporting the professional growth of clinical social work interns.

IMPROVE YOUR
EMOTIONAL
HEALTH
— IN A —
CONVENIENT
WAY



Call Us
732-263-5800



Email Us
mucctc@monmouth.edu

MUCCTC Structure

- The clinic was staffed *voluntarily* by six social work faculty, all of whom have the clinical license in social work for the state of New Jersey.
- Each faculty member had 2-3 (sometimes more) students that they provided one hour of individual supervision to on a weekly basis. In addition, these faculty and the student interns held weekly case conference meetings for 2 hours where cases were reviewed, educational content presented, and additional supervision provided to the group.
- The School recruited licensed clinical social workers to provide supervision for the MSW students using the Clinic as their field internship. These supervisors were members of our current full-time faculty, as well as two volunteers from our field supervisor community.



MUCCTC Outcome

Many counseling centers have wait lists and they are unable to see everyone who is seeking service. The following agencies regularly referred clients to the MUCCTC:

- Pollak Clinic and Monmouth Medical Center
- Visiting Nurse Association of Monmouth County
- Monmouth County SPCA
- HABCORE
- Shore Club House



MUCCTC Outcome

264 unduplicated clients.

4,242 total counseling sessions and or
hours of service.



MONMOUTH
UNIVERSITY

SCHOOL *of*
SOCIAL WORK

10/26/2023



MONMOUTH
UNIVERSITY

SCHOOL of
SOCIAL WORK

Contact information



Robin Mama, PhD, MSS, LSW
Monmouth University
School of Social Work
Email: rmama@monmouth.edu



Paul Urbanski, PhD, MSSW
Monmouth University
School of Social Work
Email: purbansk@Monmouth.edu