Handbook for Interns and Site Supervisors of Human Services 50-hour Field Placement Students 2017-2018

The Human Service program at the University of Delaware is accredited by The Council for Standards in Human Service Education (www.cshse.org)

*Strengthening recognition of the unique and valued role of human services professionals* (National Organization for Human Services)
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1. **HUMAN SERVICES FIELD-PLACEMENT OVERVIEW**

The field-placement component of the Human Services program at the University of Delaware is designed to provide students with a hands-on, realistic, experience in a community-based agency. This experience gives participants an opportunity to apply and evaluate the knowledge and skills learned in the classroom. Students also develop a richer understanding of the human services delivery system and its relevance to local, state, and national social welfare policy. This experience makes them more aware of the skills required to be an effective human services professional, and affords them the opportunity to determine their appropriateness for the profession.

As a requirement for completion of HDFS 334, Experiential Education, students spend 50 hours during the semester in field experience in a human services agency. During this placement the goal is for the student to function as much like entry level staff members as possible. Students are provided with contact information and program descriptions for agencies interested in hosting field placements. It is the responsibility of the student to contact the agencies which match their interests and arrange an interview. Based on the interview, the agency may offer to host the student. Placement sites cover a wide range of service areas. Examples of field-placement sites include: The Rockford Center, Exceptional Care for Children, Delaware Center for Justice, Ronald McDonald House, Latin American Community Center, AIDS Delaware, Family Court, Newark Senior Center, Head Start Program, Easter Seals, Christiana Care Center Neo-Natal Intensive Care Unit (NICU), the Communities in Schools program, and Children and Families First.

2. **FIELD-PLACEMENT ADMISSION REQUIREMENTS**

To participate in the 50-hour field-placement students must be enrolled in HDFS 334, Experiential Education. This course is open to Human Services majors, Disability Studies minors, and to students in other majors with the permission of the course instructor.

3. **RESPONSIBILITIES**

**A. Student**

1. Prepare and submit a resume to site supervisor.
2. Provide her/his own transportation to and from the workplace.
3. Follow a work schedule determined in conjunction with their site supervisor.
4. Perform the duties and responsibilities specified by the site supervisor in a professional manner.
5. Adhere to norms of professional conduct and dress.
6. Support the agency’s philosophy, methods, leadership, and programs.
7. Consult with site supervisor when problems or questions arise.
8. Complete required forms and course requirements in a timely manner.
B. Site Supervisor

1. Ensure that the student has adequate supervision, support, and guidance while at the placement site.
2. Communicate with agency’s staff regarding field-placement program, and facilitate student integration into the agency.
3. Provide the student with relevant information and materials about the agency.
4. Provide appropriate opportunities for the student that contributes to her/his growth according to his/her ability and progress.
5. Evaluate student progress; complete, sign and submit mid-term and final evaluation forms to the HDFS 334 instructor. Discuss evaluations with the student.
6. Report any problems and concerns to student (when appropriate) and/or to the HDFS 334 Instructor before any definitive action is taken.
7. Avoid subjecting student to hazards in the workplace.
8. Be available for consultation with the HDFS 334 instructor if necessary.
9. Ensure reimbursement to the student for any placement-related expenses, incurred after the beginning of the placement, beyond her/his transportation to and from the site’s home base.

C. HDFS 334 Instructor

1. Determine and approve the student’s eligibility for participating in the field-placement.
2. Provide a copy of the Human Service Handbook to the site supervisor prior to the beginning of the field-placement placement.
3. Discuss the student’s responsibilities with the site supervisor.
4. Prepare the student for the placement (e.g. expected experiences, reports, conduct, and evaluation).
5. Evaluate the student’s field-placement performance and determine final grade.
6. Provide on-going support and guidance to the student.
7. Be available for consultation with the site supervisor as needed.

4. EVALUATION OF THE HUMAN SERVICE FIELD-PLACEMENT

Field-placement is a major component of HDFS 334 Experiential Education. The student must have performance evaluations by the site supervisor in order to receive a grade for the course.

a) The site supervisor will provide formal evaluations of the student's performance to the HDFS 334 instructor at the mid-point and at the end of the field-placement. Please use the Supervisors Mid-Term Evaluation Form (page 12) and Supervisors Final Evaluation Form (page 14).

b) If deemed necessary, to ensure successful completion of the field-placement, the site supervisor may arrange with the HDFS 334 instructor and student to formally evaluate the student on a more frequent basis.

c) Input from the site supervisor’s mid-term and final evaluations will be used to determine the student’s final grade for HDFS 334, Experiential Education.
d) Each student has the option to submit an evaluation of the agency in which she/he has worked. This form provides feedback on the quality of the experience and valuable information for future student interns who may be interested in the agency.

5. PROCEDURE FOR RESOLUTION OF FIELD-PLACEMENT PROBLEMS

A. The student and site supervisor should first attempt to resolve the problem, following agency protocol. If this is not successful, each is to inform the other of his/her intention to seek additional help from the HDFS 334 Instructor.
B. If such difficulties are serious enough to warrant termination of the placement, the site supervisor should contact the HDFS 334 Instructor and provide written rational for the termination.
C. The HDFS 334 Instructor will examine the evidence to determine whether to allow student to seek an alternative placement.
D. The HDFS 334 Instructor may remove a student from a placement if there is evidence that he/she is unable to function within the agency structure. In this event written notification will be provided to the site supervisor.

6. ADMINISTRATIVE ITEMS

A. Liability Information

1. All University students are insured against third-party liability claims when participating in a Field Experience program. Students are not classified as professionals or employees and cannot be held responsible for a professional/employee level of performance. Any questions or concerns regarding liability should be forwarded to:
   Risk Management Office
   220 Hullihen Hall, University of Delaware 19716
   302-831-2971
   Fax: 302-831-4120
   http://www.udel.edu/RM/index.html
2. Students who receive pay are covered under the Worker’s Compensation Law. Information regarding the University’s Worker Compensation Policy can be found in the University of Delaware Policies and Procedures Manual at:
   http://www.udel.edu/ExecVP/polprod/
3. Any questions or concerns regarding Worker’s Compensation should be forwarded to:
   Labor Relations Office,
   413 Academy Street, Room 256
   302-831-6807
   Fax: 302-831-2796
B. Field-Placement Hours

1. Students are expected to complete their field-placement responsibilities within the normal operating hours of the placement agency.
2. Regular schedules are to be defined and agreed upon by the student and site supervisor.
3. Student activities outside of the normal operating procedures of the placement agency must be approved by the HDFS 334 instructor.

C. Holidays

1. Students are entitled to observe their own religious holidays but must notify the site supervisor in advance and make appropriate arrangements for missed time.
2. Students observe University holidays/breaks that occur during the term (e.g. Election Day; Thanksgiving; the Spring recess) and other instances when UD classes are canceled.
3. The HDFS 334 Instructor outlines school holidays for students and Placement supervisors. Calendars may be sent to site supervisors at the beginning of the field-placement.

D. Absences/Late Arrivals

1. Students are to be at the field-placement site on a regular schedule and are expected to notify the site supervisor promptly in case of late arrival or absence.
2. The HDFS 334 Instructor should also be informed of unapproved or prolonged absences.
3. Subsequently, an appropriate plan must be negotiated between the student and the site supervisor for making up missed hours.

E. Reimbursement for Field-Placement Related Expenses

1. Interns assume responsibility for their own round-trip transportation costs from their local residence to their placement’s home base.
2. Agencies are expected to reimburse interns for agency-related transportation costs required by field assignments away from the base office and similar petty cash expenses as may be incurred in the course of carrying out agency services. Students must follow agency procedures for documenting and requesting any reimbursement. If this policy represents a problem, the site supervisor should discuss it with the HDFS 334 Instructor as soon as possible.
7. CONTACT INFORMATION
   A. HDFS 334 Instructor
      111 Alison Hall West
      Phone: 302-831-6500
      Fax: 302-831-8776

   B. Department of Human Development and Family Sciences
      111 Alison Hall West
      Phone: 302-831-6500
      Fax: 302-831-8776
      Email: hdfs-dept@udel.edu
      Website: www.hdfs.udel.edu

8. FORMS AND LINKS
   A. Fax Cover Sheet
   B. Learning Contract
   C. Field-Placement Time Sheet
   D. Supervisor’s Mid-Term Progress Report
   E. Supervisor’s Final Evaluation

Evaluation forms are also available on-line:


FAX COVER SHEET

TO:

HDFS 334 Instructor
Department of Human Development and Family Sciences
University of Delaware

FAX NUMBER: 302-831-8776

FROM:

__________________________________________________

Number of pages (including this cover sheet): __________

Comments:
# HDFS 334: Experiential Education
## Learning Contract

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
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<tbody>
<tr>
<td>Cell phone number</td>
<td>UD ID</td>
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<tr>
<td>Concentration</td>
<td>Class Year</td>
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<table>
<thead>
<tr>
<th>Internship Position Title</th>
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<tbody>
<tr>
<td>Agency Name</td>
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<tr>
<td>Supervisor Name</td>
<td>Supervisor Title</td>
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<tr>
<td>Supervisor Email</td>
<td>Phone number</td>
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<tr>
<td>Dates of Assignment</td>
<td>to</td>
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<td>Hours per week</td>
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**Description of the intern responsibilities:**

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Please complete the Goal Setting part on page 2 before returning this to the HDFS 334 Instructor.

**Approval Signatures:**

Student ____________________________ Date _______________

Site Supervisor ____________________________ Date _______________
In consultation with your site supervisor, describe preliminary goals and objectives to be accomplished by your field experience; **think about these goals in terms of personal achievements as well as professional growth/development achievements and tasks for the agency/organization.** After identifying goals using the following questions, convert those goals into SMART goals using the chart on page 3.

What can you accomplish by the end of the two weeks?

____________________________________________________________________

____________________________________________________________________

By the middle of the semester?

____________________________________________________________________

____________________________________________________________________

____________________________________________________________________

By the end of the semester?

____________________________________________________________________

____________________________________________________________________

____________________________________________________________________

What skills do you hope to achieve and how can your site supervisor help you achieve them?

____________________________________________________________________

____________________________________________________________________

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<table>
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<tr>
<th><strong>SMART Goals</strong></th>
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<tr>
<td><strong>Specific Goal</strong></td>
<td><strong>Measurement</strong></td>
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<tr>
<td>What you want to learn/do/achieve by the end of the term</td>
<td>How you will know you have achieved the goal</td>
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</tbody>
</table>
HDFS 334: Experiential Education
Field-placement Time Sheet

Name ___________________________  Semester ___________________
Placement Site ______________________________  Telephone ________________
Placement Supervisor _______________________  Telephone ________________

<table>
<thead>
<tr>
<th>Date</th>
<th>Time In</th>
<th>Time Out</th>
<th>Hours</th>
<th>Supervisor’s Signature</th>
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Subtotal Hours @ Mid-Semester  ____________  Total Hours  ____________

Date of submission ________________

12
**Human Services Field-Placement**  
**Site Supervisor’s Mid-Term Progress Form**

Student's Name: ___________________________ Date _______________  
Site Supervisor: __________________________________________  
Site Supervisor’s Position: ____________________________________

Please complete as applicable

<table>
<thead>
<tr>
<th></th>
<th>Needs Improvement</th>
<th>Fair</th>
<th>Average</th>
<th>Above Average</th>
<th>N/A</th>
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<tbody>
<tr>
<td>1) Appearance</td>
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<td>2) Can accept criticism</td>
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<td>3) Cooperativeness</td>
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<td>4) Dependability</td>
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<td>5) Maturity</td>
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<td>6) Growth in knowledge</td>
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<td>7) Growth in skills</td>
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<td>8) Initiative</td>
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<td>9) Interest in major fields</td>
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<td>10) Leadership</td>
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<td>11) Physical stamina</td>
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<td>12) Poise</td>
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<td>13) Potential for development</td>
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<td>14) Reliability</td>
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<td>15) Maintaining a positive attitude</td>
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<td>16) Social Adaptability</td>
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<td>17) Status with other employees</td>
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<td>18) Teaching skills</td>
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Please list any other skills the student possesses:

____________________________________________________________________

____________________________________________________________________

____________________________________________________________________

Please provide additional comments regarding the student’s performance so far:

____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

This Progress Report has been discussed with student: Yes_____ No_____

Person Completing Form: ________________________________________________
Position: ________________________________________________________________
Agency: ________________________________________________________________

(Placement supervisors are encouraged to submit any recommendations for the field-placement under separate cover and forward to the HDFS 334 Instructor.)
Human Services Field-Placement
Site Supervisor’s Final Evaluation Form

Student ______________________________________ Date _____________
Placement/Agency _______________________________________________________
Site Supervisor __________________________________________________________

To the site supervisor: In each category, mark the one phrase that describes the student most accurately.

1. ABILITY TO FOLLOW INSTRUCTIONS
   _____ Uses initiative in interpreting and following instructions
   _____ Usually follows instructions with no difficulty
   _____ Follows instructions with some difficulty
   _____ Needs repeated detailed instructions

2. APPEARANCE
   _____ Exceptionally neat and appropriately dressed
   _____ Neat and appropriately dressed
   _____ Satisfactory appearance and dress
   _____ Sometimes neglectful of appearance and dress

3. ATTITUDE TOWARD WORK
   _____ Takes a keen interest in the training and takes initiative to learn
   _____ Shows interest in training and has desire to learn
   _____ Has some interest in the training
   _____ Shows little interest or enthusiasm for the training

4. ATTENDANCE AND PUNCTUALITY
   _____ Never absent or late without good cause
   _____ Seldom absent or late without good cause
   _____ Occasionally absent or late
   _____ Frequently absent or late

5. COOPERATION
   _____ Always cooperates eagerly and cheerfully
   _____ Usually cooperates eagerly and cheerfully
   _____ Cooperates willingly when asked
   _____ Cooperates reluctantly

6. PUBLIC RELATIONS
   _____ Extremely tactful and understanding in dealing with all types of clients/people
   _____ Usually poised, courteous, and tactful in dealing with clients/people
   _____ Tries to please clients
   _____ Sometimes lacks poise and seems indifferent to others

7. DEPENDABILITY
   _____ Meets all obligations unfailingly without supervision
   _____ Meets obligations with very little supervision
   _____ Meets obligations under careful supervision
   _____ Sometimes fails in obligations even under careful supervision
8. EXPENSE CONSCIOUS (Materials and Equipment)
   _____ Extremely careful in using materials and equipment
   _____ Uses good judgment in using materials and equipment
   _____ Takes average care in using materials and equipment
   _____ Careless about equipment and materials

9. WORK SKILLS
   _____ Possesses all of the essential skills and related information
   _____ Has an above average command of the essential skills and related information
   _____ Has an acceptable command of the skills and related information
   _____ Lacks the essential skills and related information

10. OBSERVANCE OF RULES
    _____ Always observes agency rules
    _____ Seldom disregards agency rules
    _____ Observes most of the agency rules
    _____ Frequently neglects agency rules

11. QUALITY OF WORK
    _____ Has aptitude for doing neat, accurate work, and exceeding the requirements
    _____ Does more than required amount of neat, accurate work
    _____ Does normal amount of acceptable work
    _____ Does less than required amount of satisfactory work

PLEASE CHECK THE MOST APPROPRIATE RESPONSE:

<table>
<thead>
<tr>
<th>12. Personal Qualities</th>
<th>Needs Improvement</th>
<th>Fair</th>
<th>Average</th>
<th>Very Good</th>
<th>Excellent</th>
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<tbody>
<tr>
<td>a. Stability, maturity</td>
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<td>b. Sensitivity, non-judgmental attitude</td>
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<td>c. Vitality, enthusiasm</td>
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<td>d. Ability to apply learning</td>
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<td>e. Use of good judgment</td>
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<td>f. Integrity, values importance of confidentiality</td>
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<td>g. Flexibility, acceptance of divergence</td>
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<td>h. Sense of commitment and involvement with others</td>
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<th>13. Role Expectations Within Agency Setting</th>
<th>Needs Improvement</th>
<th>Fair</th>
<th>Average</th>
<th>Very Good</th>
<th>Excellent</th>
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<tbody>
<tr>
<td>a. Understanding of agency function and operation</td>
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<td>b. Ability to use resources creatively</td>
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<td>c. Work load organization</td>
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<td>d. Colleague relationship</td>
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<td>e. Work with groups</td>
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<td>f. Ability to implement role demands as a Human Service student</td>
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<td>g. Understanding of individual job responsibilities</td>
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<tr>
<th>14. Demonstration of Professional Qualities</th>
<th>Needs Improvement</th>
<th>Fair</th>
<th>Average</th>
<th>Very Good</th>
<th>Excellent</th>
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<tbody>
<tr>
<td>a. Demonstrates conscious disciplined use of self</td>
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<td>b. Increasingly functions more autonomously in areas of competence</td>
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<td>c. Uses criticism constructively</td>
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<td>d. Skilled in counseling techniques, if applicable</td>
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<td>e. Uses and applies professional literature</td>
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</table>
15. OVERALL EVALUATION OF STUDENT'S TRAINING
   _____ Outstanding
   _____ Above average
   _____ Average
   _____ Below average
   _____ Poor

16. What traits may help or hinder the student's advancement?
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________

17. Would you recommend this student to pursue a career related to this experience? If so, what additional recommendations would you make to better prepare the student for such a career?
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________

18. What special problems, if any, affected this student's performance of objectives (such as inappropriate timing of the experience, deficiencies in academic training, etc.)?
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________

19. Has this evaluation been discussed with the student? _____ Yes _____ No

20. Comments:
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________

_______________________________________________________________________________

Site Supervisor's Signature, Title

_______________________________________________________________________________

Date

Thank you for supporting and mentoring our student this semester at your site!