SW 821: Social Work Practice in Aging and Mental Health, Section 010
Fall Semester 2017

Instructor Name: Amy Scarr, MSSW, APSW
Class Time: Saturday 11:30 AM-1:30 PM
Location: Social Work, Room 114
Office Hours/Location: By Appointment
Contact Information: (608) 513-8411, ascarr@wisc.edu

I. Catalogue Description

Social Work Practice in Aging and Mental Health prepares front line social workers to address mental health needs of older adults and their family members. The course examines common mental health conditions, assessment, planning, evidence-based individual, family and group interventions, resources, cultural competence, ethical issues, and contexts for practice.

II. Course Overview

The rapid growth in the aged population expected during the next 20 years will require a significant increase in the number of social workers trained to work with elders. While all social workers should possess basic knowledge regarding the biological, psychological and social aspects of later life, effective gerontological social workers must also understand the unique challenges facing this diverse population, the mental health issues confronting them, and effective interventions to address their needs. They will need to enhance their interpersonal, counseling, and advocacy skills for assisting older adults, and their support systems. They must possess the ability to assess and intervene at multiple levels with attention to the socio-cultural-context, social justice and human rights. In addition, they must role model respect and compassion for older persons and guard against a paternalistic approach.

This course meets the Advanced Practice requirement for the Advanced Generalist Curriculum. The focus or context of this advanced practice course is Aging. For non-Aging focus area students, this course may be taken as an elective (note: it may of interest to students in the Health or Mental Health focus areas). It is assumed that students enter this course with basic knowledge regarding the physiological, psychological and social aspects of the later years of life. This course will focus on social work practice as it relates to mental health in later life. Various roles of the social worker are examined with particular attention given to the development of skills and techniques of one-to-one, family and group interventions in a variety of settings. The continuum of services and resources available to older adults, and the roles and functions of the social worker in these settings are examined. The unique needs and experiences of diverse populations with attention to age, gender, cultural variation and sexual orientation will be integrated throughout the course with attention to mental health care disparities, social justice and human rights. Students will be encouraged to think critically about an array of situations, ethical issues and cases frequently seen by social workers in practice.

III. Course Competency, Description and Dimensions

Social Work Education is framed by a competency-based approach to curriculum design. At the conclusion of their education, social work students are expected to be competent in 9 core areas. Competency is achieved through mastery of course content as measure through course activities, readings and assignments and behaviors learned in field experiences, and which are derived from social work knowledge, values, skills and cognitive and affective processes. The competencies addressed in this course can be found in Appendix A.
IV. Course Content

**Week 1: Saturday, September 9**
Welcome and Introductions  
Syllabus and Assignment Review  
Overview of the Course

**INTRODUCTION TO GERONTOLOGICAL SOCIAL WORK PRACTICE WITH OLDER ADULTS**  
Demographic trends: Implications for Social Work  
Diversity within the older population

In class activity:
- Myths & Stereotypes of Aging

Handout:
- 2016 Profile of Older Americans

**Required Readings & Media**
- Chapter 1: The Context of Social Work Practice with Older Adults

- Chapter 2: Normal Processes of Aging


**Week 2: Saturday, September 16**

**LEARNING CONTRACTS DUE**

**CONTEXT OF SOCIAL WORK PRACTICE WITH OLDER ADULTS**

Facts of Aging  
Common changes associated with aging  
Communication with Older Adults with sensory issues

In-class activity:
- Coming of Age in Aging America- [https://www.youtube.com/watch?v=ZOAlv4-2Fos](https://www.youtube.com/watch?v=ZOAlv4-2Fos)
- Student Discussion Questions

Handout:
- CSWE Facts on Aging

**Required Readings & Media**
- Chapter 2: Biological Changes and the Physical Well-Being of Older Adults  
- Chapter 3: Psychological Adjustment to Aging


NIH Fact Sheet: [https://medlineplus.gov/ency/article/004013.htm](https://medlineplus.gov/ency/article/004013.htm)
Week 3: Saturday September 23

ASSESSMENT AND CASE MANAGEMENT
Biopsychosocial Assessment
Case Management
Interviewing and Advising

In-class activity:
- Role play: Establishing rapport
- Student Discussion Questions

Handout:
- NASW Standards for Social Work Case Management

Required Readings & Media
  - Chapter 4: Conducting a Biopsychosocial Assessment

  - Chapter 6: The clinical interview


What DSM-5 Means for Diagnosing Mental Health Patients (8:29)
https://www.youtube.com/watch?v=E5f4gFeuTmA

Week 4: Saturday September 30

SOCIAL WORK PRACTICE WITH THE FAMILY
Assessing and Intervening with the family
Facilitating family conferences and family counseling: When, where and how?
Understanding the family caregiving context and consequences

In-class activity:
- Think, pair and share: Caregiving stressors and social work interventions
- Case study
- Student Discussion Questions

Handout:
- NASW Standards for Social Work Practice with Family Caregivers of Older Adults

Required Readings & Media
  - Ch. 12: Working with Older Adults’ Support Systems: Spouses, Partners, Families, and Caregivers

  - Ch. 13: Family Caregiving

Week 5: Saturday October 7
READING & CASE STUDY ANALYSIS DUE TO CANVAS BY 11:30AM
DIFFERENTIAL DIAGNOSIS, COGNITIVE SCREENING & ASSESSMENT
Overview of Common Causes of Confusion (The 3 Ds: Depression, Delirium and Dementia)
Screening & Assessment Tools
Evaluation of Assessment Tools’ Scoring & Social work assessment
Pharmacological treatments

In-class activity:
- Role play- MMSE and Clock Draw
- Student Discussion Questions

Handouts:
- Mini Mental State Exam (MMSE), Clock Draw and MoCA screening tools

Required Readings & Media
- Ch. 5: Differential Assessment and Diagnosis of Cognitive and Emotional Problems of Older Adults

- Chapter 3: Disorders of aging: Dementia, delirium, and other cognitive problems

Week 6: Saturday October 14
DEMENTIA: BEHAVIORS, INTERVENTIONS AND NON-PHARMACOLOGICAL TECHNIQUES
Redirection
Environmental Changes
Communication Techniques
Validation Therapy
Differences across genders and racial groups

In-class activities:
- Video: Music and Memory Project “Alive Inside” https://www.youtube.com/watch?v=8HL8r-zP3fc
- Virtual Dementia Empathy experience

Required Readings & Media
- Chapter 12: Treatment of Dementia


Week 7: Saturday October 21
DEPRESSION AND ANXIETY DISORDERS AND SUICIDE IN LATER LIFE
Definitions, assessment and treatment of depression and anxiety
Pharmacological treatments for depression and anxiety disorders
Evaluation of Geriatric Depression Scale scoring and social worker assessment
Understanding Suicide risk factors and health disparities
Suicide prevention
In-class activity:
- Role-play: Executing the GDS screening tool
- Student Discussion Questions
Handout:
- Geriatric Depression Scale screening tool

Required Readings & Media
- Chapter 8: Suicide among Older Adults section (pgs. 220-227).

- Chapter 4: Mood and anxiety disorders
- Chapter 9: Treatment of depression
- Chapter 10: Treatment of anxiety symptoms

Week 8: Saturday October 28
SERIOUS AND PERSISTENT MENTAL ILLNESS AND OBSESSIVE-COMPULSIVE DISORDER
Assessment and treatment of late-life Schizophrenia and paranoia
Assessment and treatment of OCD
Cultural differences (age, gender, socioeconomic, ethnic) in understanding & treating hoarding
Pharmacological treatments

In-class activity:
- Pair and share Case studies- recognizing symptoms of psychosis and developing social work interventions
- OCD - Obsessive Compulsive Disorder: https://youtu.be/KOami82xKec
- Student Discussion Questions

Handout:

Required Readings & Media
- Chapter 5: Other common mental health problems in later life
- Chapter 11: Treatment of paranoid symptoms


Week 9: Saturday, November 4, 2017
POST TRAUMATIC STRESS DISORDER, TRAUMA AND SUBSTANCE USE AND MISUSE
Defining PTSD & Trauma
Understanding risk factors for the older adult population
Principles in management and treatment with older adults
Alcohol and other drug problems in later life and across cultures
In-class activity:
- What PTSD Is Really Like: https://youtu.be/PFW4hYsYF-o
- PTSD panic attack: https://youtu.be/cIXEkLY5D5U
- Student Discussion Questions

Handout:

**Required Readings & Media**

- Chapter 8: Substance abuse sections only (pp. 202 - 220).


**Week 10: Saturday, November 11, 2017**

**GUEST SPEAKER- SHARI GRAY-DORN, Dane Co. Adult Protective Services & Elder Abuse and Neglect**

**ELDER ABUSE AND NEGLECT**
What constitutes abuse and neglect
Understanding & assessing risk factors
Social work role & interventions

In-class activity:
- Case studies

**Handouts:**
- TBD

**Required Readings & Media**
- Chapter 11: Social Work Practice with Elder Abuse and Neglect


Behind Closed Doors: India’s Elderly are Abused and Neglected (6:32) https://www.youtube.com/watch?v=pQ6Zuxrt8xg

**Week 11: Saturday, November 18**

**THERAPEUTIC SOCIAL WORK INTERVENTIONS WITH OLDER ADULTS**
Life review therapy and reminiscence
Person-centered and group interventions and their effectiveness with the older adult population
When and How to Implement these Interventions
Social work responsibility of cultural competence
In-class activity:
- Student Discussion Questions

Handout:
- Haights’ Life Review and Experiences form

**Required Readings & Media**

- Chapter 6: (pp. 167-177)

- Chapter 8: Foundations in treatment


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**Saturday November 25**

NO CLASS THANKSGIVING BREAK

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**Week 12: Saturday, December 2, 2017**

ALL ASSIGNMENTS DUE BY TODAY’S DATE!

CAPACITY, COMPETENCY AND CONSENT

Defining the three C’s

Social Work Role in evaluating the three C’s

Advanced Care Planning

Cultural differences in decision making

In-class activity:
- Role-play- Helping older adults understand and complete advanced directives

Handouts:
- State of WI Financial Power of Attorney
- State of WI Health Care Power of Attorney
- State of WI Living Will

**Required Readings & Media**

- Chapter 13 (pp. 365-369)


Week 1: Saturday December 9

END OF LIFE CONCERNS AND BEREAVEMENT
Palliative Care: From Diagnosis to Death and Beyond
Therapeutic Interventions- Dignity Therapy
The role of culture in end-of-life, death and loss

In-class activity:
- Ted Talk- What Really Matters at the End of Life (20 min)
  https://www.ted.com/talks/bj_miller_what_really_matters_at_the_end_of_life
- Student Discussion Questions

Handout:
- Doing the Right Thing: A Geriatrician’s Perspective on Medical Care for the Person with Advanced Dementia

Required Readings & Media
- Chapter 10: Spirituality and Social Work with Older Adults
- Chapter 13: Dying, Bereavement and Advanced Directives

- Chapter 15: Ethical Issues in Geriatric Psychology (pgs. 389-395)


NPR Podcast, Morning Edition: For the Dying, A Chance to Rewrite Life;

Week 14: Saturday, December 16, 2017

FINAL CLASS EVALUATIONS
THE FUTURE OF SOCIAL WORK WITH OLDER ADULTS
Review of social work practice from Week 1 to Week 14
Social work roles today and tomorrow

In-class activity:
- Imagining Your Future Self

Required Readings & Media


Millennials are the new ‘Sandwich generation’: http://thehill.com/blogs/pundits-blog/healthcare/328549-family-care-needs-an-upgrade-millenials-are-the-new-sandwich
V. Texts and Reading Materials for the course

Required textbooks can be purchased online (www.Amazon.com) or at the University Book Store


3. All required and recommended readings posted on CANVAS

VI. Evaluation: Assignments, Grading and Methods

With respect for adult student’s diverse learning needs, some choice is offered in assignments. Students will review the course assignments and turn in a learning contract indicating the choice of assignments and dates for completion by 11:30am on Saturday, September 16, 2017.

ASSIGNMENTS DUE DATES AND POINTS:

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Due Date</th>
<th>Max Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class attendance &amp; Participation</td>
<td>Ongoing</td>
<td>10</td>
</tr>
<tr>
<td>Reading &amp; Case study analysis</td>
<td>October 7, 2017</td>
<td>10</td>
</tr>
<tr>
<td>Major Assignment</td>
<td>No later than 12/3/17</td>
<td>40</td>
</tr>
<tr>
<td>Minor Assignment</td>
<td>No later than 12/3/17</td>
<td>20</td>
</tr>
<tr>
<td>Minor Assignment</td>
<td>No later than 12/3/17</td>
<td>20</td>
</tr>
<tr>
<td>Total Points</td>
<td></td>
<td>100</td>
</tr>
</tbody>
</table>

PARTICIPATION IN CLASS DISCUSSION AND ACTIVITIES (10 POINTS)

PARTICIPATION IS REQUIRED. Although class sessions will include a variety of learning methods, there will be an emphasis on active engagement. Students are expected to assume responsibility for their own learning and demonstrate mastery of the weekly readings by raising insightful questions. Questions or points of discussion should be informed by class readings, media and issues of diversity and differences of practice in the older adult population. Students should bring 1-2 discussion questions to class and these will be used to stimulate active engagement in learning.

Participation can be challenging for some students. Please see the instructor EARLY in the semester if you need any assistance in this or any other area. Difficulties should be viewed as an area for student growth and professional development.

Participation credit will also include:

- Adherence to Class Dialoging Guidelines (see Appendix B)
- Participation in class activities and completion of mini take home assignments - Degree of active participation (see Appendix C)

GRADE POINTS: Grades will be assigned using the following conversion table.

100 Point Final:

<table>
<thead>
<tr>
<th>Scale</th>
<th>Final Grade</th>
<th>Criteria of Work Quality</th>
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</thead>
<tbody>
<tr>
<td>94-100</td>
<td>A</td>
<td>Outstanding; surpasses expectations in all areas</td>
</tr>
<tr>
<td>88-93</td>
<td>AB</td>
<td>Very good; surpasses expectations in many areas</td>
</tr>
<tr>
<td>82-87</td>
<td>B</td>
<td>Good; meets expectations in all areas</td>
</tr>
<tr>
<td>76-81</td>
<td>BC</td>
<td>Fair; meets expectations in some areas; below in others</td>
</tr>
<tr>
<td>70-75</td>
<td>C</td>
<td>Poor; below expectations in most areas; not acceptable graduate work</td>
</tr>
<tr>
<td>64-69</td>
<td>D</td>
<td>Below expectations in all</td>
</tr>
<tr>
<td>&lt; 64</td>
<td>F</td>
<td>Fails to meet minimal expectations in all areas; not acceptable work</td>
</tr>
</tbody>
</table>
LEARNING CONTRACT

CHECKLIST:

- Select which assignments you would like to complete that total 80 points. This will include one major assignment and two minor assignments.
- In the “DUE DATE” column, indicate the date that you will turn in the assignment. ANY AND ALL ASSIGNMENTS WILL BE DUE BY DECEMBER 2, 2017.
- For best results, try to select a due date following the class date that covers the material.
- You may turn in your assignment before your due date but NOT after.
- **BRING SIGNED CONTRACT TO CLASS ON SATURDAY, SEPTEMBER 16, 2017**

I ____________________________ agree to complete the following assignments by the dates indicated below. (please print)

<table>
<thead>
<tr>
<th>DUE DATE</th>
<th>Assignment Description</th>
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<tbody>
<tr>
<td>October 7, 2017</td>
<td>A. READING &amp; CASE STUDY ANALYSIS: (10 points)</td>
</tr>
<tr>
<td></td>
<td>B. MAJOR ASSIGNMENTS: (40 Points each)</td>
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<tr>
<td></td>
<td>1. Compare &amp; Contrast Two Treatment Approaches</td>
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<td></td>
<td>2. Service Learning: Applied Intervention</td>
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<td></td>
<td>3. Research Paper (Topic _____________________________)</td>
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<td>C. MINOR ASSIGNMENTS: (20 Points Each)</td>
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<td>1. Interview Older Adult</td>
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<td>2. Book Review &amp; Brief Presentation</td>
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<td></td>
<td>3. Group Process Observation &amp; Analysis</td>
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______________________________  _______________________
Student Signature  Date

______________________________  _______________________
Instructor initials  Date
Assignment Descriptions, Instructions and Grading Criteria:

REQUIRED ASSIGNMENT: READING & CASE STUDY ANALYSIS

Due: October 7, 2017

The purpose of this initial assignment is to demonstrate your understanding of the readings and your ability to apply course content to the mental health challenges faced by an elder and their family.

Instructions:

1. Review lecture notes from Weeks 1-4 and all required readings for Weeks 1-4
2. Read the attached case study
3. Given what you have learned during our first class session and the Week 1 and 2 readings, in a 4-5 page double-spaced (12 pt. font; 1” margins) written report, use the following HEADINGS to concisely answer these questions:
   a. Preliminary Assessment (Suspicions): Given what Vanessa shares with you, what might you initially suspect is causing her mother’s symptoms and why? Be specific and provide and cite evidence from the reading to support your preliminary assessment.
   b. Engagement & the Clinical Interview: You will need to do a home visit to initiate the assessment. What will you do in advance to prepare for the interview? How will you approach Mrs. Johnson? What will you want to accomplish during this home visit?
   c. Assessment: Given the little bit of information Vanessa has given you, what else will you want to know and how will you obtain that information?
      i. Please list the various domains that you believe will be important to investigate as part of the assessment to determine the cause of Mrs. Johnson’s symptoms and the most appropriate care plan. Be sure to list the mental status tests and medical tests that you feel should be completed (see Ch. 4 McKinnis, 2009; Ch. 6 in Zarit & Zarit). [Note: it is acceptable to provide bulleted list of points in response to these particular questions]
      ii. Describe how that data will be collected and by whom
      iii. Provide a brief rationale for the assessment domains that will be included
   d. Possible Recommendations: Assuming your preliminary assessment turns out to be correct, name 2-3 primary recommendations that you might make to Mrs. Johnson and her family
4. Submit paper to CANVAS drop box by 11:30 a.m. Saturday, October 7, 2017.
5.

<table>
<thead>
<tr>
<th>GRADING RUBRIC</th>
<th>Possible Score</th>
<th>Your Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Provides reasonable preliminary assessment</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>II. Draws upon course content to prepare for engagement</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>III. Demonstrates understanding of course content relevant to assessment domains with sound rationale</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>IV. Recommendations appropriate to case example</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>V. Quality of Writing and organizational structure of paper grammar, sentence structure, spelling</td>
<td>2</td>
<td></td>
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<tr>
<td>TOTAL Score</td>
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</tbody>
</table>
CASE ANALYSIS: Daughter Requests Case Manager Consultation for her mother: Mrs. Johnson

Darleen Johnson (Ms. J) is a 78-year-old, African American woman who lives in a mid-size Midwestern city. About a year ago, her husband suddenly died of a stroke, leaving Ms. J to live alone in her home of 52 years. It was the home where she had raised her three children, all of whom graduated from college, have professional careers, and now live in other parts of the state. Her family is a source of pride, and her home has numerous pictures of her children and grandchildren.

About 3 months ago, Ms. J’s oldest daughter, Vanessa, got a call from one of the neighbors. The neighbor stated that Ms. J had walked to the neighborhood store in her pajamas and slippers. Because Ms. J has lived in the community for several years, people have been watching out for her since her husband died, and someone gave her a ride back home. Mrs. J. doesn’t drive, and the temperature was fairly chilly that day.

As a result of the call, Vanessa went to Ms. J’s home for a visit. Vanessa lives a 4-hour drive from her mother—a drive that can often be longer in bad weather. Although she and her siblings had been calling Ms. J regularly, no one had been to the family home in about 7 months. Vanessa was shocked at what she saw.

Ms. J had been a cook in a school cafeteria earlier in life and always kept her own kitchen spotless. But now the house was in disarray with several dirty pots, pans and plates scattered throughout the home. In addition, odd things were in the refrigerator such as a light bulb, a toothbrush and several pieces of mail. Much of the food was out of date and there was a foul smell in the kitchen. Trash covered the counters and was piled up in the corners of the kitchen.

Another shock to Vanessa was when she went through her mother’s mail. There were several overdue bills and one urgent notice that the electricity would be cut off if the balance wasn’t paid. She owed several hundred dollars in past-due heating, electric, and telephone bills.

Vanessa contacted her siblings to ask them if their mother had told any of them that she wasn’t feeling well. Her brother, Anthony, remarked that their mother would often talk about her husband in the present tense, but he thought that it was just her grief about his death. The younger brother, Darius, reported that his wife was typically the one who called their mother—about once a month. He didn’t know if there had been any problems and his wife never said anything about it to him. Vanessa also contacted the pastor of her church, Rev. M. He stated that Ms. J had been walking to church on Sundays, as usual, but he did notice that she left early a few times and other times seemed to come to service late. But, like Anthony, he thought that this behavior was probably a grief reaction to the loss of her husband.

Vanessa contacted her mother’s primary care physician (Dr. P.) who said that he had last seen Ms. J for her regular checkup 6 months earlier and that she had missed her last appointment a week ago. Dr. P. said that clinic staff had called to make another appointment but Ms. J hadn’t called them back yet. Ms. J is being treated with medication for arthritis, hypertension, and gastroesophageal reflux (GERD). Her weight was stable and her only complaint was some difficulty staying asleep at night. Dr. P. stated that Ms. J reported her mood was sad but had improved some in the month before the last visit. Dr. P. asked about memory and concentration, but Ms. J denied having any problems with memory.

Imagine that you are a case manager at the local Senior Coalition. Vanessa is calling you to seek advice about what to do. She would like you to do an assessment to help her determine what is wrong and how she can best help her mother.
MAJOR AND MINOR ASSIGNMENTS

With respect for adult student’s diverse advanced practice learning needs, a variety of assignments are provided from which students may choose their area of foci. Students will be required to review the course assignments and turn in a learning contract indicating the choice of assignments and dates for completion by the second week of class. See “Learning Contract” and description of course assignments for further information. Students will select from the following assignments for a total of 80 points.

<table>
<thead>
<tr>
<th>Major Assignments (40 points each; Must select one from the list below)</th>
<th>Minor Assignments (20 points each; Must select two from the list below)</th>
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</thead>
<tbody>
<tr>
<td>Compare and Contrast 2 Treatment Approaches</td>
<td>Interview Older Adult</td>
</tr>
<tr>
<td>Service Learning – Applied Intervention</td>
<td>Book Review &amp; presentation</td>
</tr>
<tr>
<td>Research Paper</td>
<td>Group Process Observation &amp; Analysis</td>
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</table>
MAJOR ASSIGNMENT:COMPARE AND CONTRAST TWO TREATMENT APPROACHES

Generalist social work practitioners must be able to select from a wide range of theories and interventions as appropriate to specific situations. The purpose of this assignment is to allow you the opportunity to a) thoroughly investigate two differing treatment and theoretical approaches to clinical work with older clients experiencing mental health concerns; and b) learn how to apply them to your casework practice.

The Task: Select an older client from your past or current field placement to use for this assignment (Note: if there is not an appropriate case available, locate a case study in the gerontological social work literature). Decide upon two different theoretical approaches and their treatment methods and investigate them thoroughly. Examples may include: cognitive-behavioral, experiential, existential, task-centered, behavioral, client-centered, systems, role, psychodynamic, or nontraditional counseling/therapeutic approaches.

In a 12 - 15 page, typed APA style and double-spaced paper:

1) Write a summary of the biopsychosocial issues relevant to the assessment of this older client. Include the primary concerns to be addressed and the goals desired.

2) Propose two detailed treatment plans using the two different theoretical perspectives. Compare and contrast each theoretical approach as it relates to the case presented. Expose the strengths and weaknesses of both theories in their application to your case study.

3) In addition to the already diverse application to older adults, what other cultural considerations need to be considered?

3) Conclude by selecting the approach which you believe is most appropriate for the case cited and defend that choice. Include an APA style reference list.

<table>
<thead>
<tr>
<th>GRADING RUBRIC</th>
<th>Possible Score</th>
<th>Your Score</th>
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<tbody>
<tr>
<td>I. Organization of paper</td>
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<tr>
<td>II. Articulation of Treatment Plans</td>
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<td></td>
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<tr>
<td>Understanding of Theory</td>
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<td>Strengths and Weaknesses</td>
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<td>Appropriateness of selected approach</td>
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<td>Cultural Considerations</td>
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<td>III. Instructor’s overall impression of effort</td>
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<td>IV. Technical Detail</td>
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</table>
MAJOR ASSIGNMENT: SERVICE LEARNING: APPLIED INTERVENTION

Many students report that service learning projects provide them with real life, rewarding learning opportunities that go beyond academic concepts to the application of these concepts, and the development of helping skills and therapeutic techniques. This assignment will provide the opportunity to learn more about one of the interventions or approaches explored in class and then carry out the intervention with a willing participant (i.e. one who understands that you want the opportunity to practice and evaluate the intervention). Only select this assignment if you believe it will be feasible to identify an appropriate willing elder, family or group of elders (i.e, if doing a group-based intervention).

The task:

1. Select an intervention examined in the course that you feel would be feasible to practice, and that that you would like the opportunity to further investigate. Options might include reminiscence, life review, dignity therapy, group work, mindfulness approaches, cognitive behavioral approaches, validation, family conferencing).
2. Complete course readings and identify three additional resources to help you gain sufficient understanding to practice the intervention with integrity and develop a plan for how you will carry out the intervention.
3. Identify an older client and/or family/group from your field or work setting or from another social worker (e.g., at a community agency or nursing home), explain the intervention process and secure their permission to participate.
4. Carry out the intervention employing what you have learned from the course and your additional resources.
5. After you carry out the intervention, seek feedback from the elder (family or group) to gain their insights regarding the strengths and limitations, potential benefits, and how it might be improved in the future.
6. Turn in your 12-15-page written report with the following HEADINGS:
   a. **Selected Intervention:** What is the intervention you selected to practice and what was your rationale?
   b. **Planning Process:** How did you identify resources to better understand this intervention? What did you learn from your literature search that helped you to develop your plan for carrying out the intervention. Were there any cultural diversity-related aspects you had to consider?
   c. **Client Selection:** Provide a brief description of the client/family/group that was involved in the intervention (use pseudonyms to protect confidentiality) and how they were identified.
   d. **Implementation Description:** Describe what transpired during the intervention.
   e. **Skills Employed:** What skills did you employ?
   f. **Evaluation of the Intervention:** How would you evaluate the intervention? How did it go? What were the outcomes? What feedback did you receive? What would you do differently in the future? What did you learn from carrying out this intervention?
   g. **Reference list:** Provide a typed APA style reference list including all resources you drew upon (lecture and course readings should be included as appropriate).

### GRADING RUBRIC

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<th>Category</th>
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MAJOR ASSIGNMENT: RESEARCH PAPER

The purpose of this assignment is to increase your expertise and knowledge regarding a particular mental health issue in later life and the interventions that are most useful for addressing the problem. You will use the literature to develop a better understanding of the prevalence of the problem and the physical, emotional, and social effects impacts on elders and their families. Some examples of mental health problems in later life and topics appropriate for this paper might include mental illness and homelessness, cultural and health disparities, hoarding, poverty, AIDS, alcoholism, dementia, chronic mental illness, and elder abuse or victimization.

**The task:** Select a particular mental health or related social problem of interest to you. Critically review the empirical literature on the topic.

In a 12-15 page typed and double-spaced paper in APA style written paper that attends to the following:

1) A description of the prevalence of a particular mental health issue and related social problem you selected including your rationale for its study. In other words, why is this mental health issue a problem and who (how many) is impacted by it?

2) Discuss important situational or contextual factors associated with the problem. What are the physical, emotional, cultural and social effects related to this problem?

3) Thoroughly and critically review the relevant treatment, intervention, or service literature in journals of social work and related applied disciplines. What do we know and not know regarding the utility of the various interventions? What seem to be the most valuable and appropriate interventions for ameliorating this social problem at macro and micro levels?

4) Include an APA style reference list and an Appendix, which lists the specific questions that you developed to guide your investigation.

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MINOR ASSIGNMENT: INTERVIEW WITH AN OLDER ADULT

The purpose of this assignment is to: a) provide an opportunity to practice evidence-based communication skills for communicating with older adults; and b) enrich understanding of course content via a face-to-face interview with a selected elder.

The Task:
1. Select a topic relevant to the course objectives. Examples include:
   * Experience of growing older and living with chronic physical or psychological challenges
   * Effect of mental health issues on family caregivers, how they cope and what they need
   * Experience with seeking and receiving mental health treatment
   * Factors contributing to psychological well-being in later life
   * Experience with loss and bereavement in later life
2. Review course readings on the topic as relevant
3. Review CANVAS documents relevant to communication including
   * Handout on “Communication Skills”
   * Recommended reading “GSA-Evidence based Review of What Works for Communicating with Older Adults.”
4. Develop a list of 10 “open-ended” questions that would allow you to carefully explore your selected topic.
5. Identify a person who is at least 60 years of age and willing to be interviewed.
6. Before beginning the interview, make a copy of the attached consent form. Carefully review the form with the elder explaining the purpose of the interview. One copy of the consent form is for your informant; keep the other copy and attach it to the back of your paper.
7. Conduct the interview, giving special attention to the course materials on communication skills.

In a 5-7 page typed and double-spaced paper using APA format to cite your references, use the following HEADINGS:

a. **Topic Chosen:** Include the topic you chose to explore along with your rationale
b. **Description of Elder:** Include: concise background info on elder including any demographic info you have (e.g., 89-year-old, unmarried, Caucasian female), cultural identity(s) and your relationship to him/her
c. **Concise Summary & Synthesis:** Include a brief summary regarding what you learned during this interview, how it relates to course content or related literature, the implications for assessment or intervention, and how it expanded your understanding of this topic. This synthesis should include references to the academic literature and/or course content.
d. **Communication Skills Reflection:** Include a brief description and evaluation of your use of the specific communication skills and approaches you employed referencing the course materials on communicating with older adults.
e. Attach to your report the following: **References** (citing relevant literature and course materials), **Consent form**, & **Appendix** (listing the 10 open-ended questions you explored in your interview)

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Faculty Sponsor: AMY SCARR, MSSW, APSW

Student's Name___________________________________

I am a social work student at the University of Wisconsin. I am taking a class in which we are learning about social work with older adults. My class is interested in how older adults have adjusted to various changes as they age, how their personal experiences have shaped their lives, and how they view various topics related to our course objectives.

Procedures: I am particularly interested in and would like to talk with you about ______________________________________________________ (chosen topic). The interview will last approximately 45 minutes. I will take notes on what you tell me while we are talking because I am required to write a brief summary of the interview for my class.

Your participation in this interview is completely voluntary and you may end the interview at any time if you do not wish to continue. You are not required to answer any questions you do not want to answer. If you find any topic unpleasant or otherwise not to your liking, please tell me and we will move on to another one.

This interview is for educational purposes only. Although I am required to attach this consent form to my paper to ensure that you have consented to be interviewed, I will not share your responses with anyone else, nor will I tell anyone that I interviewed you. The notes I take will be kept locked in my possession until I have finished my written report and will then be destroyed. The class instructor (named above) will read the contents of the written summaries to see what each student learned, but nobody else will see them.

Do you have any questions you would like to ask me before we begin?

___________________________
Signature of Student

Date

The purpose of the interview has been described to me. I have had a chance to ask the student questions about the interview. I understand that I may end the interview at any time and that I may decline to answer any of the questions asked. I voluntarily consent to participate in this interview.

___________________________
Signature of Interviewee

Date

One copy for Interviewee
One copy to be attached to paper
MINOR ASSIGNMENT: BOOK REVIEW AND BRIEF PRESENTATION

Objective: The purpose of this assignment is to provide you with an opportunity to explore in greater depth a published book that examines issues of aging that are somehow related to the course objectives (see pp. 1-2 of syllabus).

The task:
1. Choose a book (not used in another course) to enhance your understanding of mental health and aging relevant to the one or more of the course competencies and practice behaviors (first person accounts are acceptable; e.g., a book written by a person with dementia or a family caregiver).

2. In a 5-7 page, double-spaced written report using the following HEADINGS, concisely address all of the following content areas:
   a. Author, title, date, publisher, and subject
   b. Rationale for choosing the book
   c. Concise Summary
      Include: purpose of the book; the organization of the book (e.g., number of chapters, topics covered); concise description of what the book was about
   d. Personal reaction
      Include: how the book enhanced your learning, how it helped further your development related to the course competency and practice behavior, and how it impacted you personally and professionally
   e. Critical analysis
      Include: overall assessment of strengths and weaknesses with support for your conclusions, and the specific situational and professional contexts in which you would recommend this book

3. On the day you turn in your report, you will do a 5-minute report to the class to highlight what you learned from reading this book.

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<td>III. Critical Analysis</td>
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<td>Support for conclusions</td>
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<td>Contexts for recommendation of book</td>
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BOOK REVIEW/PRESENTATION - Sample titles others have enjoyed:


- *36-Hour Day: A Family Guide to Caring for Persons with Alzheimer Disease, Related Dementias and Memory Loss.* Rabins, P. & Mace, N.


MINOR ASSIGNMENT: BRIEF GROUP PROCESS OBSERVATION AND ANALYSIS

The purpose of this assignment is to allow you the opportunity to: a) explore empirical research related to group work; b) observe and assess a group in process; and c) exercise your ability to analyze group dynamics, functions, tasks, and process.

The task:

1) Identify a short-term group in your practicum setting or in the community that is provided for older adults. Secure permission from the group facilitator and group members to observe the group for 1-2 sessions. You might consider community senior centers, coalitions or residential settings.

2) Identify and review at least three empirical articles that describe research related to the type of group that you will be observing (e.g., if you will be observing a support group, you might look for articles that describe support group goals, methods, and outcomes or that evaluate the efficacy of support groups of family members with dementia).

3) Interview the group facilitator to learn about the purpose of the group, their approach to facilitating the group, their leadership style, their perspectives about the advantages of the group and any other questions that you think will help you understand the group you will be observing.

4) Observe the sessions and write a 5 to 7 page, double-spaced paper in APA style analysis based on your observation. Describe the setting, the group members, and the group's purpose.

5) Review your notes from our class lecture and discussion and from your readings on group work. Then discuss the type of group that is being observed (e.g., support group, educational group, recreation group), the role of the group facilitator, the stage of the group development, how needs for inclusion, control and affection were met, and provide your analysis regarding the group process and progress. Assess whether the goals of the group appear to be met.

6) Drawing upon your literature review and what you have learned in class about group process theory, knowledge and skills, assess the strengths and weaknesses of the group process. Include a reference list.

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VII. Course Polices

Non-Discrimination Policy
All students will be treated in accordance with federal and state laws prohibiting discrimination on the basis of sex, race, national origin, disability, sexual preference, age and religion. No assignments will be due on major religious holidays. Students who are registered with the Disability Resource Center must give the instructor a copy of their VISA within the first two weeks of the semester so that accommodations can be made. The instructor will assure that there is accommodation made for the student.

Disability Accommodation
The University of Wisconsin-Madison supports the right of all enrolled students to a full and equal educational opportunity. The Americans with Disabilities Act (ADA), Wisconsin State Statute (36.12), and UW-Madison policy (Faculty Document 1071) require that students with disabilities be reasonably accommodated in instruction and campus life. Reasonable accommodations for students with disabilities is a shared faculty and student responsibility. Students requiring accommodation, as approved by the McBurney Center, are expected to provide the instructor with a copy of their Verified Individualized Services and Accommodation (VISA) by the second week of the semester, or as soon as possible after a disability has been incurred or recognized. For more information, please contact the McBurney Center at mcburney@odos.wisc.edu; Phone at 608-263-2741; Text messaging at 608-225-7956; or by FAX at 608-265-2998, 711 (Via relay); address is 702 W. Johnson St., Suite 2104, Madison, WI, 53715.

Faculty [I] will work either directly with the student [you] or in coordination with the McBurney Center to identify and provide reasonable instructional accommodations. Disability information, including instructional accommodations as part of a student's educational record, is confidential and protected under FERPA. Please feel free to call or email me regarding educational and class room accommodations.

Code of Ethics, Student Rights and Responsibilities & Plagiarism
Incoming BSW and MSW students read and signed electronic forms of the NASW Code of Ethics, the School of Social Work Plagiarism Policy and the Student Rights and Responsibilities. In doing so, they agreed that while in the BSW or MSW Program they would honor the NASW Code of Ethics and Student’s Rights and Responsibilities, as well as adhere to the Plagiarism Policy and that should they not do so, sanctions would be imposed. BSW and MSW students are expected to adhere to these policies in the classroom, in the field and in the preparation of course assignments.

Attendance Policy
In order for you and your fellow classmates to benefit from this course, attendance and active participation are expected. Attendance will be taken at the beginning of class and I will note your level of participation. If you are unable to attend class, please email me prior to class so you can receive an excused absence; you may receive no more than two excused absences per semester. Two points will be deducted from your final grade for each unexcused absence incurred.

Policy on Late Assignments
Assignments are due at the CANVAS Dropbox by the 11:30 AM Central Time on the designated due date. Sometimes unforeseen circumstances arise and it may be necessary for students to submit work later than the due date. If a student 1) communicates with me prior to the due date, 2) provides a reasonable explanation as to why the work is late, AND 3) we come to an agreement about a different deadline, a late submission may be permitted. If there is not a reasonable explanation, or contact about a late submission, a deduction of three points for each day the assignment is late will be taken off the final grade of the assignment.

Electronics and Technology
To minimize disruptions all devices should be silenced or turned off during the class period. If you have an urgent reason for utilizing your device(s) please inform the instructor prior to class.

Student-Instructor Communications
Course materials are posted at the course website, which uses UW CANVAS platform. Required and recommended readings and media, power point slides and handouts will be posted there. Students are expected to visit the website regularly to check for announcements, submit assignments and check grades. In addition, I will use email to send out course announcements and to alert students if there are handouts that they will need to print in advance of class. Be sure to check your WISC EMAIL account by 5:00pm on the day before class to check for materials.
I encourage students to meet with me outside of class to discuss concerns, answer questions and provide comments and feedback. I am usually available before class, during our break and after our class period. I am also happy to talk via telephone during the week but please be aware I work full-time days (M-F, 8:00am-4:30pm) so my time during those hours is very limited.

**Final Comment**

I’m very much looking forward to getting to know you and exploring the course content together. I sincerely hope you will find the course interesting and relevant. I know that most of you have extensive life and work experience and it will be wonderful to learn from each other. Please let me know if you have any questions or concerns.
### Appendix A:

<table>
<thead>
<tr>
<th>Competencies and Description</th>
<th>Course Content relevant to Dimensions that Comprise the Competency*</th>
<th>Location in Syllabus</th>
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<td><strong>2.1.2 Engage Diversity and Difference in Practice</strong></td>
<td>Lecture content, media, in-class activities and discussion related to dimensions of diversity and the delivery of services:</td>
<td>Week 1, Week 7, Week 8, Week 11</td>
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<tr>
<td>Advanced practice social workers demonstrate in a focus area an advanced understanding of how diversity and difference characterize and shape the human experience and are critical to the formation of identity.</td>
<td>Diversity within the older population (K, V)</td>
<td>Week 11</td>
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<td>Suicide risk factors and health disparities (K, V, S)</td>
<td>Week 11</td>
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<td>Intergenerational and cultural differences in understanding hoarding (K, V, C/A)</td>
<td>Week 11</td>
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<td>Social work responsibility of cultural competence (K, V, S)</td>
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<td>Cultural differences in decision-making (K, V, C/A)</td>
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<td>Role of culture in end of life, death and loss (K, V, S, C/A)</td>
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<td>Lecture content, media, in-class activities and discussion related to dimensions of diversity and the delivery of services:</td>
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<td>Weeks 3, 4, 6, 7, 8, 10, 13, 14</td>
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Advanced practice social workers recognize 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, and apply this recognition in their practice.

They also demonstrate in practice their understanding of the forms and mechanisms of oppression and discrimination, and a recognition of the extent to which a culture’s structures and values, including social, economic, political, and cultural exclusions, may oppress, marginalize, alienate, or create privilege and power.

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**2.1.4 Engage In Practice-informed Research and Research-informed Practice**

Advanced Generalist social workers understand and apply quantitative and qualitative research methods to advance the science of social work and practice in the focus area.

They know and apply the principles of logic, scientific inquiry and culturally informed and ethical approaches to building knowledge in the focus area.

Advanced Generalist social workers understand and demonstrate that evidence informed practice derives from multi-disciplinary sources and multiple ways of knowing, demonstrate the
<table>
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<td>processes for translating research findings into their focus area of practice.</td>
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<td>Required Readings (K,V,S,C/A)</td>
<td>Weeks 2, 3, 4, 6, 7, 8, 9, 14</td>
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<td>Assignments:</td>
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<td></td>
<td>Reading &amp; Case Study Analysis (K,S)</td>
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<td></td>
<td>Research Paper (K,C/A)</td>
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<td></td>
<td>Compare and Contrast Two Treatment Approaches (K,V,C/A)</td>
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<td>Applied Intervention (K,S,C/A)</td>
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<td>Group Process Observation and Analysis (K,V,S)</td>
<td>Pg. 21</td>
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<td>2.1.6 Engage with Individuals, Families, Groups</td>
<td>Lecture content, media, in-class activities and discussion related to skills and knowledge in facilitating engagement with and service to individuals, families, and groups:</td>
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<td>Facilitating family conferences &amp; counseling (K, V, S, C/A)</td>
<td>Week 4</td>
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<td>Virtual Dementia Empathy Experience (K, V, C/A)</td>
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<td>Obsessive Compulsive Disorder video (K, V)</td>
<td>Week 8</td>
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<td>A Look into Auditory Hallucinations (K,V)</td>
<td>Week 8</td>
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<td>What is PTSD really like? (K, V)</td>
<td>Week 9</td>
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<td>PTSD Panic Attack (K, V)</td>
<td>Week 9</td>
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<td>What really matters at the end of life? (K, V, S, C/A)</td>
<td>Week 13</td>
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<td>For the Dying, A Chance to Rewrite Life (K, V, S)</td>
<td>Week 13</td>
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<td>Required readings:</td>
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<td>Handouts:</td>
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<td>Understanding PTSD &amp; PTSD treatment (K, V, S)</td>
<td>Week 9</td>
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<td>State Powers of Attorney documents (K, S)</td>
<td>Week 12</td>
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<td>Assignments:</td>
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<td>Reading and Case Analysis (K,V,S)</td>
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<td>Applied Intervention (K,S,C/A)</td>
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<td>Compare and Contrast Two Treatment Approaches (K,C/A)</td>
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<td>Group Process Observation &amp; Analysis (K,V,S)</td>
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<td>Interview Older Adult (K,V,S,C/A)</td>
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<td>2.1.7 Assess Individuals, Families, Groups</td>
<td>Lecture, media, in-class activities, and discussions and addressing assessment:</td>
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<td>Biopsychosocial Assessment (K, V, S, C/A)</td>
<td>Week 3</td>
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<td>Assessing families (K, V, S, C/A)</td>
<td>Week 4</td>
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<td>Competencies and Description</td>
<td>Course Content relevant to Dimensions that Comprise the Competency*</td>
<td>Location in Syllabus</td>
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<td>understanding of theories of human behavior and the social environment in the ongoing assessment of diverse individuals, families, groups, organizations and communities in the focus area. They engage in inter-professional collaboration and utilize methods of assessment appropriate to their focus area to advance practice effectiveness. Advanced Generalist social workers demonstrate an understanding of how their personal experiences and affective reactions may affect their assessment and decision-making.</td>
<td>Caregiving stressors &amp; social work intervention (K, S) Assessment tools role-play Assessment of Depression &amp; Anxiety (K, V, S, C/A) Assessment of Late-life Schizophrenia, Paranoia and OCD (K, V, S, C/A) Assessing Elder Abuse risk factors (K, V, S, C/A) Social work role in assessing the 3 C’s (K, V, S, C/A)</td>
<td>Week 4 Week 5 Week 7 Week 8 Week 10 Week 12</td>
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<td>Required readings</td>
<td>Weeks 3, 8, 12</td>
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<td>Handouts: MMSE, MoCA, Clock Draw tools (K, S) What is compulsive hoarding? (K, V, C/A)</td>
<td>Week 5 Week 8</td>
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<td>Assignments: Applied Intervention (K, S, C/A) Compare and Contrast Two Treatment Approaches (K, S, C/A) Group Process Analysis (K, V, S, C/A) Reading &amp; Case Analysis (K, V, S)</td>
<td>Pg. 15 Pg. 14 Pg. 21 Pg. 11</td>
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<td>2.1.8 Intervene with Individuals, Families, Groups</td>
<td>Lecture, media, in-class activities, and discussions addressing evidence-informed interventions and assessments: Establishing rapport (V, S) Intervening with the family (K, S) Family Conferencing (K, S) MMSE &amp; Clock Draw role-play (K, S) Alive Inside video (C/A) Suicide prevention (K, V, S) Treatment of OCD (K, V, S) Recognizing symptoms of psychosis and developing social work interventions (K, S) Social work role &amp; interventions in Elder Abuse (K, S, C/A) Helping older adults understand and complete advanced directives (K, V, S) Dignity Therapy (K, V, S) Pharmacological interventions (K, C/A)</td>
<td>Week 3 Week 4 Week 4 Week 5 Week 6 Week 7 Week 8 Week 9 Week 10 Week 12 Week 13 Weeks 5, 6, 7, 8 Week 6</td>
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<td>Required readings:</td>
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<td>Assignments: Applied Intervention (K, S, C/A) Compare and Contrast Two Treatment Approaches (K, S, C/A) Group Process Analysis (K, S, C/A)</td>
<td>Pg. 15 Pg. 14 Pg. 21</td>
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<td>2.1.9 Evaluate Practice with Individuals, Families, Groups</td>
<td>Lecture content, media, in-class activities and discussions relevant to evaluating work with Individuals (K,S)</td>
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<tr>
<td>Competencies and Description</td>
<td>Course Content relevant to Dimensions that Comprise the Competency*</td>
<td>Location in Syllabus</td>
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| Advanced Generalist social workers recognize the importance of ongoing evaluation in the dynamic and interactive process of social work practice with, and on behalf of, diverse individuals, families, groups, organizations, and communities. They are knowledgeable about various methods of evaluating outcomes and practice effectiveness in a focus area and incorporate their knowledge of theories of human behavior and the social environment when evaluating outcomes. Advanced Generalist social workers employ qualitative and quantitative methods as appropriate for evaluating outcomes and practice effectiveness in a focus area. | - Families, groups (K,S)  
- Consequences of Caregiving (K, C/A)  
- Evaluating Screening tool scoring and outcomes (K, C/A)  
- Virtual Dementia Empathy Experience (K, V, C/A)  
- Interventions and their effectiveness with the older adult population (K, V, C/A)  
- Future of social work with older adults (V, S)  
Assignments:  
- Applied Intervention (K, V, S, C/A)  
- Compare and Contrast Two Treatment Approaches (K, V, S, C/A)  
- Group Process Analysis (K, V, S)  
- Interview with an Older Adult (K, V, S, C/A)  
- Research Paper (K, C/A) | Week 4  
Week 5, 7  
Week 6  
Week 11  
Week 14  
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Pg. 17  
Pg. 16 |

*K=Knowledge; V=Values; S=Skills; C/A=Cognitive and Affective Processes
APPENDIX B:

Dialoguing Guidelines
From: Colleen Mahoney - UW-Madison School of Social Work

Successful class discussion depends upon people being “good citizens” by taking joint responsibility for moving the discussion forward. That means following guidelines and helping to enforce them. Listening well, making productive contributions and facilitating discussion are all important social work skills.

1. Do the reading and come to class prepared to talk.

2. Listen as well as talk.

3. **Raise questions.** Asking questions, asking for clarification from faculty or from other members of the class, is as important - and often more valuable- than making points.

4. **Build on each other’s points.** Refer to each other and let people know how your point is related to the discussion.

5. **If you want to change the direction of the discussion, make it explicit.** By doing so, you allow the class to decide whether or not they want to change direction. You allow the class to finish one discussion before starting another. This also allows the class to know where you are coming from. You may know what you are talking about, but the class may not – they may still be thinking about the previous discussion, and not realize that you are changing the topic.

6. **Make your point and support your position, then allow the discussion to move on.** Do not persist in defending points. It is frustrating to others when a participant keeps bringing the conversation back to the same point and re-states it over and over again.

7. **Bring in your background.** Let others know where you are coming from. Tell the class if you are using information from personal experience or from knowledge gained outside of class. If you don’t some people may wonder where the information is from – was that in the readings?

8. Respect diversity of opinions as well as perspective:
   
   a. **Do not stereotype and never dismiss.** For example, if someone takes a feminist position one day, that does not mean that every time that person speaks everyone should roll their eyes and think, “here we go with the feminist position again!”
   
   b. **Do not assume.** We come from a variety of backgrounds and have a diversity of lives that you may or may not be aware of. Don’t assume that we are all the same. There are gay people in the room. There are Jewish people in the room. There are white people who have known hunger and people of color who went to prep school and grew up in the suburbs. There are people in this room who were teen parents and people who were or are consumers of many of the social services we are discussing. All of this means that you should never assume that “we” are talking about “them” – whether “them” refers to clients or certain groups of people.

9. **Make the classroom a safe place.** Things that people say in the classroom should not be repeated outside of class. Discussion and learning happen when people feel that they can experiment, openly discuss ideas, try on different concepts, be challenged and grow without being judged. No one wants to be standing in the coffee line and hear someone say, “Can you believe that she said that…!”
APPENDIX C:

Guidelines for Evaluating Participation

From: Severa Austin, UW-Madison School of Social Work

Outstanding Contributor:
Contributions in class reflect exceptional preparation. Ideas offered are always substantive and provide one or more major insights as well as direction for the class. Challenges are well substantiated and persuasively presented. The student responds to colleagues’ ideas, and assists in further development and clarification of these ideas. If this person were not a member of the class, the quality of discussion would be diminished markedly.

Good Contributor:
Contributions in class reflect thorough preparation. Ideas offered are usually substantive, provide good insights, and sometimes direction for the class. Challenges are well substantiated and often persuasive. Responses to colleagues’ ideas are often useful. If this person were not a member of the class, the quality of the class would be diminished.

Adequate Contributor:
Contributions in class reflect satisfactory preparation. Ideas offered are sometimes substantive, provide generally useful insights, but seldom offer a new direction for the discussion. Challenges are sometimes presented, fairly well substantiated, and are sometimes persuasive. Occasionally responds to colleagues’ comments in ways that are useful. If this person were not a member of the class, the quality of the class would be diminished somewhat.

Non-Participant:
This person says little or nothing in class, nor does s/he clearly encourage others through active listening. Hence, there is not an adequate basis for evaluation. If this person were not a member of the class, the quality of the discussion would not be changed.

Unsatisfactory Contributor:
Contributions in class reflect inadequate preparation. Ideas offered are seldom substantive, provide few if any insights, and never a constructive direction for the class. Integrative comments and effective challenges are absent. Comments do not acknowledge colleagues’ contributions, or worse, are disrespectful of them. If this person were not a member of the class, valuable airtime would be saved.

*NOTE: Prof. John Tyler of Brown University obtained these guidelines from Prof. Richard J. Murnane at the Harvard Graduate School of Education. Prof. Murnane, in turn, learned them from someone else. Although the original attribution for the guidelines has been lost, they continue to be useful to so many.