



FAMILY LIFE CENTER- HOUSING AND FINANCIAL COUNSELING SERVICES FCHD 5950 PRACTICUM SYLLABUS- Spring 2017

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(additional hours as needed)
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FLC/HFC Counseling Hours:
W & TH 9am-9pm,
M, T, & F available upon request for emergencies only.

Course Objectives:

Interns will apply and enhance the skills and knowledge gained throughout their college career in a practical, hands-on experience. This will be accomplished through ongoing training and instruction, goal setting and achievement, conducting housing and financial counseling sessions, presentations at educational workshops, and professional outreach to the community.

Credit:

The FCHD Family Finance Emphasis requires three credit hours of a Counseling Practicum at the Family Life Center with the Housing & Financial Counseling Services (HFC). These credits must be taken in one semester. All hours are expected to be completed by the exit interview. One credit hour is equal to 50 hours of work at the Center, for a total of 150 hours.

NOTE: For students wanting to complete a coaching internship in connection with this counseling practicum, please contact Dr. Lucy Delgadillo to design a 50 hour experience that will be included within this 150 practicum.

Class Schedule:

Classes will be held each Monday and Wednesday from 10:30 to 11:20 a.m. in the Family Life Center Conference Room, Counseling Room, or FCHD West classroom. Orientation will be held the on four additional evenings as per the schedule below from 7:00 to 8:30 p.m. in the FLC conference room or the main floor counseling room (subject to change as needed). It is imperative that all interns attend and are on time for each class/training; absences and tardiness will result

in a grade reduction. Interns should bring a copy of the syllabus. A three ring binder to keep internship paper in would be very helpful.

The following is a tentative synopsis of the upcoming semester:

Date	Class: Monday and Wednesday 10:30-11:20 am	Due Monday
Week 1 1/9-1/14	<p>1/9- Syllabus, Purpose of Practicum, Scheduling & Contact Info, Policy and Procedures Manual, Building security, Door Policy & Confidentiality, Ethics agreement, Key requests, Practicum time logs, Observation reports, Dress & cell phone code. FCHD West classroom.</p> <p>1/10- (7-8:30pm) Workshop training (HOW, FS, & HS) for presentations & observations. FLC conference room. (Ellie Hansen).</p> <p>1/11- Tour FLC facilities, Office Management, Calendar/Scheduling, Community Resource Book, Client files, FLC Network & Intern electronic files, FLCHFC email, Codes for network, long distance, & copy machine. Discuss HO109el.</p> <p>1/14– (10am-6pm) Home Ownership Workshop (HOW)</p>	
Week 2 1/16-1/21	<p>1/16- No Classes – Martin Luther Holiday</p> <p>1/17- (7-8:30pm) Clients on Hold training/assignments, Clients on Hold status report, Client Status report, How to make a client file, No Show & Monitoring voice messages on staff phone training (Ellie Hansen).</p> <p>1/18- General Counseling procedures, All Counseling Type checklists, Client goal setting (Action Plan), Practicum goal setting introduction. Plan to observe at least 4 PP counseling sessions this week and next.</p>	Policy, Procedures, & Ethics Agreements
Week 3 1/23-1/28	<p>1/23- Clarification of procedures, Power Pay review. Outreach/Advertising training & sign-up (Camille Pedersen),</p> <p>1/24- (7-8:30pm) Pre-Purchase Counseling training, Client status report, How to make a client file, No Show training, & Monitoring voice messages on staff phone (Ellie Hansen).</p> <p>1/25- Community Resource Book assignment/activity, Set personal practicum goal.</p>	
Week 4 1/30-2/4	<p>1/30- First Counseling Session training & scheduling PP mock sessions.</p> <p>2/1- First Counseling Session training continued.</p> <p>2/1 & 2/2 Mock Counseling Sessions</p> <p>2/4– (10am-6pm) Home Ownership Workshop (HOW)</p>	Goals
Week 5	2/6- Discuss mock counseling & schedule first sessions	

2/6-2/11	2/8 & 2/9- First Face-to-Face PP Counseling sessions 2/9- (7-8:30 pm) Client filing, Reporting, and Follow-Up, Home Counselor Online, Clients-on-hold follow up (Ellie Hansen).	
Week 6 2/13-2/18	2/13- Discuss first counseling sessions. 2/15- Clients-on-hold follow-up	
Week 7 2/20-2/25	2/20- Presidents' Day Holiday- No Class (No Class Tuesday) 2/22- 75 Hour evaluation & paper requirements, Clients on Hold follow-up	
Week 8 2/27-3/5	No Classes – work on own projects 3/4– (10am-6pm) Home Ownership Workshop (HOW)	75 Hour paper Current time log
Week 9 3/6-3/11	No Classes - Spring Break – PP counseling as needed	
Week 10 3/13-3/18	3/13- Financial Management Counseling procedures & Activity	
Week 11 3/20-3/25	3/20- Mortgage Default Counseling procedures	
Week 12 3/27-4/1	3/27- Clients on Hold follow up/close letters as needed 4/1– (10am-6pm) Home Ownership Workshop (HOW)	Clients on Hold
Week 13 4/3-4/8	4/3- Outreach follow-up.	
Week 14 4/10-4/15	4/10- Reverse Mortgage Counseling procedures	Outreach
Week 15 4/17-4/22	4/17- Final paper, & file requirements, Practicum/time log evaluation, Mock counseling/Presentations (as needed)	
Week 16 4/24-4/29	4/24- Mock counseling/Presentations (as needed) Schedule exit interviews with Ellie & Cindy.	
Week 17 5/1	-Finals Week -Clients on Hold/HCO exit interviews with Ellie Hansen. -Exit Interviews with Cindy.	Final paper Current time log

For the 150 hour practicum, the following requirements will guide the use of time.

20 Classes:

Intern Training (approximately 18-24 hours)

Classes will be treated as staff meetings and interns as employees of the Center. After the first few weeks of training, the first part of class will be used to go over the scheduling, status of clients, and counseling discussions in regards to the practicum curriculum or counseling criteria. The remainder of the class will be used for training on FLC-HFC rules, regulations, and HFC counseling procedures as scheduled above. Unfortunately, due to the limited time available, classes will not be used to train the

interns on materials already learned in the Family Finance Curriculum at the University such as Financial Management and Pre-Purchase housing topics or Mortgage Default and Reverse Mortgage basics. Interns will be required to know the materials necessary to counsel from classes taken throughout the Family Finance Course Curriculum. Interns who are late to or absent from class will receive a grade deduction.

40 Observations/Face-to-Face Total Counseling Sessions:

12 staff observations

Pre-Counseling Student Observations of Staff (approximately 20-30 hours)

Interns must observe four staff counseled sessions of *Pre-Purchase/PP* with at least two prior to face-to-face counseling. Once the two staff observations are complete and the counseling procedures class has been attended, interns may begin counseling *Pre-Purchase/PP*. Staff counselors do all the counseling for the first few weeks of each semester. It is best for interns to get the required staff observations during this time prior to interns taking over the bulk of the counseling. Due to the complexity of Financial Management, Mortgage Default, and Reverse Mortgage counseling, interns will not be counseling these sessions; but interns will be required to observe *six Financial Management/FM and Mortgage Default/MD* sessions and *two Reverse Mortgage/RM* sessions as part of the required 12 staff observations. As staff counselors possess varied skills, interns are encouraged to observe several different staff members prior to counseling. One observation report is to be submitted for each staff counseling session observed, including no shows. No show appointments do not count towards the two of each type, but may be counted as up to 30 minutes towards the total 150 hours.

Note: FM, MD, & RM observation grading requirements may change at any time due to the unpredictable nature of these client types.

20-26 additional observations

Counseling Observations (approximately 25-45 hours)

In addition to the observations of staff counselors, interns will be required to observe an additional 20-26 counseling sessions (staff and intern). One observation report is to be submitted for each counseling session observed, including no shows. No show appointments do not count towards the 20, but may be counted as up to 30 minutes towards the total 150 hours.

NOTE: 12-18 of these observations will be replaced with coaching sessions for students working on a coaching internship.

2-8 Face-to-Face Sessions:

1 session

Mock Face-to-Face PP Counseling Session with Staff Counselor (approximately 2-3 hours)

A mock PP counseling session will be scheduled for each intern with a staff counselor as the mock client. This will help prepare the intern counselor for their first face-to-face counseling session. The Staff counselor will supervise the discussion following counseling and the client file documentation.

1 session (February)	First Face-to-Face Counseling Session and Training Observed by Staff Counselor (approximately 4-5 hours) All parts of an intern's first counseling session will be supervised and observed by a HFC staff counselor. Interns will be allotted a four and one half hour period with a staff member in order to complete this session (includes training time before the session, observation during the session, and post counseling training) No other counseling sessions may be assigned until the first session and all training is completed. It is preferred that the pre-counseling training with a staff member be done a minimum of one day prior to the first counseling appointment scheduled to the student counselor.
2-6 sessions (March/April)	Face-to-Face Counseling Observed by Staff Counselor (approximately 6-18 hours) Up to 6 additional PP counseling sessions are required and will be observed by staff. One grading report is to be submitted for each counseling session observed by staff, including no shows. No show appointments do not count towards the 2 of each type, but may be counted as up to 30 minutes towards the total 150 hours.

10 Educational Workshops (approximately 10-20 hours):

3 HOW workshops (approximately 1-2 hours) - Home Ownership Workshops (HOW) are conducted once a month on a Saturday from 8:30am to 4:30pm. Interns are required to present at least three *different* topics at three *different* HOWs while being graded by the Workshop Coordinator (or Assistant Coordinator) and the reports submitted to the Instructor by the exit interview for full credit. Presentation time should last a minimum of 30 minutes for each presentation to receive full credit.

7 other workshops (approximately 3-6 hours) - These workshops consist of other HFC calendared workshops and community presentations solicited and organized by the students. These presentations should include the FLC-HFC PowerPoint introduction, presentation, or brochures as part of the presentation. A maximum of two additional HOW's beyond the required three graded by the workshop coordinator, may be used as other workshops as long as different sections are presented. Interns using presentations other than those held by the Center must schedule a student observer to evaluate the presentation. One workshop evaluation report must be completed by the observer and given to the presenter. One evaluation worksheet must be completed for each workshop and submitted to the instructor by the exit interview for full credit. Presentation time should last a minimum of 30 minutes for each presentation and an outline must be turned in to the workshop coordinator prior to the presentation to receive full credit.

Preparation hours (approximately 5-10 hours) – The remaining hours are to be used for presentation and outline preparation and post evaluation or documentation as needed. Prep may include networking to find places to present as well as preparation for and after the presentations.

Note: Presentation requirements may change at any time due to the nature of presentation scheduling. HOW and FM presentations and presentation requests from the community have top priority.

Goals/Projects: (approximately 20-25 hours)

Goals: **1-2 Personal Practicum Goal(s) (5-8 hours)**
Goals will be set during class and must be approved by the Instructor before beginning. Staff advisors and goal due dates will also be established during class.

Clients on Hold: **Clients on Hold (approximately 5-8 hours)**
These hours will be used to call clients that have been placed on hold by previous counselors. If all clients on hold have been contacted, any remaining time may be used to contact/find new clients to serve from own personal files or past no show clients.

Resources: **Community Resource Book Update (approximately 2-4 hours)**
These hours will be used to become familiar with, and may include updating, the Community Resource Book. Interns may be assigned a section of the book to contact and verify the accuracy of the brochures/documents provided to the center. This will increase familiarity with the resources available in the community and to insure that the Center has their most current brochures/information.

Out Reach: **Advertising (approximately 2-3 hours)**
These hours will be used to promote the public awareness of the services available at the Center, distributing HFC pamphlets, giving the FLC-HFC presentation to a community group, work place, or organization, and other outreach activities such as newspaper articles, radio spots, and Valley Channel interviews. An outreach record must be completed for each outreach project performed.

NW HO109el: **NeighborWorks online pre-certification course (4-6 hours)**
The first step to Housing Counselor Certification with NeighborWorks is to complete the online course HO109el Foreclosure Basics; if this course is available, these hours could be used to complete the course.

150 hours **Total Time (approximately 145-155 hours)**

If, after completing all the required practicum assignments, interns still have hours of the 150 available; interns will be required to take on additional counseling sessions and observations as well as add additional hours to the required projects such as the Community Resource Book, Clients on Hold, Advertising, or other projects as needed at the Center until all hours have been completed.

Note: Interns found in direct violation of the Policy and Procedures of the Center, will receive a grade reduction appropriate to the policies and procedures violated.

Grades:

Intern grades will be based on satisfactory completion of the above 150 hours requirements, attendance requirements, papers, and assignments. Counseling and Presentation grades will be based on 40 points per session and 30 points per presentation.

Session points: 37-40 = A, 33-36 = B, 30-32 = C, below 30 = no credit given, and must be made up.

Presentation points: 27-30 = A, 23-26 = B, 20-22 =C, below 20 = no credit given, and must be made up.

Honor Code Policy:

As stated in The Student Code, "Each student has the right and duty to pursue his or her academic experience free of dishonesty. The Honor System is designed to re-enforce the higher level of conduct expected and required of all Utah State University students." Upon admission to the university, you agreed to abide by this Honor Code by signing the Honor Pledge, which reads: "I pledge, on my honor, to conduct myself with the foremost level of academic integrity." Complete academic honesty is expected in this course. Cheating on quizzes or plagiarism on written assignments will result in a failing grade and may result in further action according to University policy.

1. Cheating on an exam will earn a student a zero.
2. Incompletes are only given according to University policy.

Grievance Process:

Students who feel they have been unfairly treated...may file a grievance through the channels and procedures described in the Student Code: http://studentlife.tsc.usu.edu/stuserv/pdf/student_code.pdf (Article VII. Grievances, pages25-30).

Accommodation for Disabilities:

Students with ADA-documented physical, sensory, emotional or medical impairments may be eligible for reasonable accommodations. Veterans may also be eligible for services. All accommodations are coordinated through the Disability Resource Center (DRC) in Room 101 of the University Inn, (435)797-2444 voice, (435)797-0740 TTY, or toll free at 1-800-259-2966. Please contact the DRC as early in the semester as possible. Alternate format materials (Braille, large print or digital) are available with advance notice.

If a student has any physical disabilities or other problems that will likely require some accommodation by the instructor, these must be made known to the instructor during the first week of the course. Any requests for special considerations relating to attendance, pedagogy, taking of examinations, etc. must be discussed with and approved by the instructor prior to completion of the fifth day of the course.

(Revised 1/17)