

## Missouri State University Practicum Site Questionnaire

Name of site Isabel's House, Crisis Nursery of the Ozarks

Address 2750 West Bennett

City, State Zip Springfield, MO 65802

Phone 417-865-2273

Fax 417-865-3081

Contact Person Natosha Lancaster, Program Director

Email [volunteer@isabelshouse.org](mailto:volunteer@isabelshouse.org)

Website address www.isabelshouse.org

### Your Site

#### Description of the activities that occur at your site:

Isabel's House provides 24/7/365 refuge for children ages birth to 12 years old when a family is in crisis. A crisis looks different for every family, and each child we meet has been impacted in a unique way. Our entire team works with:

- children, to help them feel safe and loved
- families, to provide support and help them move past their crisis
- our community, to provide education and advocacy, where needed, for the prevention of child abuse and neglect.

Our **Direct Care Team** provides for the care, education, and safeguarding of children, as well as the upkeep, cleaning, and daily needs of our facility.

Our **Family Advocates** (social services team) work with the parents and guardians of the children to help them resolve their crisis, connect them with vital community resources, assist in making contacts, provide encouragement, and follow-up to ensure success and prevent future crisis.

#### Description of practicum students' duties at your site:

**At this time, students who choose to apply to Isabel's House to complete a practicum requirement would work primarily with our Direct Care Team in the same general capacity as a House Volunteer. We ask that these volunteers be 18 years old and come ready to:**

- Participate in scheduled daily activities

- Provide tutoring and homework assistance
- Serve as positive, professional, adult role models
- Help prepare, serve, and clean up after meals and snacks
- Assist with general housekeeping and laundry
- Sort donations and purchases
- Inventory and replenish regularly-stocked areas
- Look for ways to help us improve and grow
- Provide important feedback to our teams

As appropriate, volunteers who are completing Practicum hours in social services or related fields at our site may be invited to observe and/or participate in, to the extent allowed by our state licensure, the role of a Family Advocate. This could include the observation of Intakes and Discharges and other times our team interacts directly with parents, as well as outreach activities and events in and around the Springfield community.

Volunteers at Isabel's House will not be counted in-ratio, left alone with children, asked to participate in bathing, diapering, or toileting, or expected to perform sensitive interactions, such as answering the doors or telephones (without consummate training).

Type of population with which students would be working (e.g., adults, adolescents, children, physically challenged, cognitively challenged, etc.):

Isabel's House is a short-term refuge for children ages birth to 12 years old. Students can expect to interact with children from different family backgrounds, home environments, and developmental stages.

98% of the families served by Isabel's House are at or below the federal poverty line. About 50% of the families served at Isabel's House are homeless or facing a crisis related to housing or utilities. About 70% of the children served at Isabel's House are 5 and under.

Isabel's House does not take custody of children and is not a foster home. Our work with the entire family requires, from time to time, working with parents, extended families, and other local agencies or law enforcement entities that may be involved with the family.

## **Our Students**

### **Undergraduates**

Our undergraduate students typically are juniors and seniors with 17-35 credit hours in Psychology. There are exceptions. If you have any special requirements for students who apply at your practicum site, please describe them.

Volunteers at Isabel's House, to comply with our state licensing provisions, must:

- Be 18 years of age and be of appropriate physical health to lift and hold young children safely
- Complete a Volunteer Application, including:
  - Three non-relative character references\* (forms provided)
    - \*AT LEAST ONE REFERENCE MUST HAVE KNOWLEDGE OF HOW YOU INTERACT WITH CHILDREN
  - MO Family Care Safety Registry (FCSR) Form
- Schedule a personal Volunteer Interview
- Complete a MO Children's Division Physical Exam Form
  - At the discretion of a qualified practitioner, volunteers may be required to provide a TB skin test result no more than two years old
- Complete a MO State Highway Patrol Background Check/Fingerprinting
- Complete required online training, including Mandated Reporter training
- Attend an Isabel's House Volunteer Orientation (2-3 hours) and sign:
  - Acknowledgement of Volunteer Handbook Receipt & Review
  - Statement of Confidentiality
  - Agreement to Isabel's House Discipline Policy

### **Graduate Students**

Our graduate students are students at the end of their first year or some time during their second year in the clinical track of our graduate psychology program. These students need direct service contact with clients, and also need weekly supervision from a licensed mental health professional. Is your site interested in working with our graduate students?

**Graduate students wishing to apply for a practicum or internship at Isabel's House should contact our Program Director, Natosha Lancaster, to inquire about any available opportunities. She may be reached at 417-865-2273 or [volunteer@isabelshouse.org](mailto:volunteer@isabelshouse.org).**

### **Hours, Pay, and Commitment**

Days and time of days on which you need practicum students:

**Days and hours are flexible, to an extent.** Isabel's House operates 24/7, and volunteers are expected to keep a regular, predictable schedule that is determined by a site supervisor and reviewed monthly. *The needs of the House will be prioritized above the needs of the student at all times.* Because we operate to serve families in crisis, we must be able to offer stability to parents, children, and our team.

Is this a paid practicum? Yes \_\_\_\_\_ No  \_\_\_\_\_

If yes, what is pay rate? \_\_\_\_\_

What length of commitment (e.g., semester, three months, six months), do you expect from the student?

All new volunteers at Isabel's House are being asked to commit to a minimum of 40 hours and 6 months of regular service (weekly or bi-weekly), which may extend beyond a standard semester or any hours required by the student's practicum or service learning project.

## **Application Process**

What is the preferred application process (e.g., email/mail resume/schedule an appointment)?

To begin the application process, please forward a current resume or CV along with an introductory email including your name, best contact details, the basic reasons you are applying, and any associated groups or organizations. **Please note any program, supervision, reporting, and hours requirements.**

Submit the above items to [volunteer@isabelshouse.org](mailto:volunteer@isabelshouse.org). Each request must be reviewed before the formal application process begins. If a student is chosen to join our team, all portions of the application must be completed before on-site hours can be scheduled.

Please provide any other information that would be useful in helping our students to make more informed choices.

If students are not already registered with the Missouri Family Care Safety Registry, background screenings can take up to 6-8 weeks to complete. If a student has lived in another state within the past five years, additional background screenings may be required, and these screenings may require additional processing time. Students are not required to pay for background screenings, but may do so as part of their contributions to our organization. Students may be required to pay for their own physical exam screening.

**Revised October 12, 2018**

Thank you for your help in working with our students.

David Lutz  
Department of Psychology  
Missouri State University  
901 S National Avenue  
Springfield, MO 65897  
417-836-5830  
Fax 417-836-8330

[DavidLutz@Missouristate.edu](mailto:DavidLutz@Missouristate.edu)