

PSCH 387
Crisis Counseling Techniques II (31068)

Spring 2021

Instructors: Robert Ballantyne, Psy.D.
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Class Location: **Synchronous Meetings Online via Zoom**

Office Hours: By appointment only. Contact the instructor.

Class Times: Weekly Consultation Meeting on Thursdays from 6-7pm via Zoom
-See last page of syllabus for Zoom Information

COURSE DESCRIPTION

This course is designed to help students apply basic crisis intervention/counseling, paraprofessional counseling, and provision of referral skills while volunteering for the United Support Network at the University of Illinois at Chicago. This course can only be taken after a student has successfully completed PSCH 386 (Crisis Counseling Techniques I). Most, if not all, students will already be volunteering for the support network at this time. Students receive consultative supervision around their work throughout the semester.

This course requires the consent of the instructor as this is a field work course. It can only be taken once for credit and will be offered in Fall and Spring semesters.

COURSE OBJECTIVES

- To teach students to become responsible, competent paraprofessional counselors;
- To facilitate students' ability to provide appropriate referrals/resources in an empathic manner;
- To ensure that students are well versed in the ethics around the provision of such services;
- To increase the self-awareness of students necessary for being a competent paraprofessional volunteer, particularly in the context of diversity of peoples and experiences in our world;
- To familiarize students with the procedures for the United Support Network;
- To educate students about the guidelines for specific kinds of counseling scenarios;
- To help students understand the etiology and symptoms of the presenting concerns common among those seeking mental health services;
- To further develop and utilize critical thinking skills so that students may use them in the assessment of recipients' needs;
- To provide a safe atmosphere in which students may practice counseling skills and receive feedback;
- To teach paraprofessionals to be mentors to other volunteers/students;
- To build and strengthen a sense of professionalism;
- To encourage participation in outreach activities that promote the United Support Network.

VOLUNTEER PARTICIPATION

Volunteering for the United Support Network

Volunteer shifts will occur within the United Support Network at UIC. The instructor will continue to assess student's progress and skill levels throughout the class and will continue to make further decisions regarding volunteer's suitability to working as a paraprofessional.

Weekly Support Group Shifts

Sometime early in the semester, each student will be required to **co-lead one support group** (our hour per week) with another student who has previously taken PSCH 386. Students will be responsible for communicating with their group members, orienting them to the support group, conducting individualized crisis assessments with students as warranted, communicating with the counseling center in crisis situations, and providing referrals/resources to students as needed. Students will be required to attend ALL weekly support groups and may jeopardize their credit for PSCH 387 if they fail to attend their shifts. Students who need to miss a group for any reason MUST contact Dr. Ballantyne and their co-leader ASAP. **Students must also complete a weekly survey each week AFTER they attend their group, which will be discussed further at the start of the semester.**

Weekly Consultation Meetings

Once students begin running groups, they will attend **a weekly consultation meeting** with supervisors and other group leaders to consult around dynamics and issues occurring within their groups. Students will also receive additional training during this meeting as warranted to increase their skill sets. Failure to attend this meeting consistently will result in not receiving credit for PSCH 387. These meetings will last for one hour a week. **Students who miss more than 2 meetings in a semester may forfeit their credit in the course.**

Outreach Responsibilities

- 1) Students will be responsible for planning and hosting **one kick-back Friday event** throughout the course of the semester. These events help to destigmatize mental health, build community at UIC, and increase mental health awareness. Students will sign-up for their kickback event at the beginning of the semester. They will be required to submit their idea for their event to Iza Difiglio, USN Outreach Coordinator, **at least 3 weeks in advance of the event date** so that there is enough time to advertise the event, purchase materials, and reserve rooms if needed on campus.
- 2) Students will also be responsible to attend **at least 2 kick-back Friday events** other than the one they host. Students are free to choose whichever kickback Friday events work best for them.

Weekly Journal Reflections:

Students in PSCH 387 are required to write weekly 1-2 page double-spaced journal entries (in one continuous Microsoft Word document) after each session of their support group. Further instructions regarding content of journal entries will be provided to students prior to start of support groups.

Final Reflection Paper:

Students in PSCH 387 will be completing a **2 to 3-page (double spaced) reflection paper** of their learning experiences via the United Support Network. This reflection paper should address at least 2 areas from the course objectives (see the page 1 of the syllabus) as well as their overall experience, skill development, and growth throughout the semester.

Professionalism:

Students enrolled in PSCH 387 are expected to present strong professionalism. This includes commitment to their shifts and other expectations as a paraprofessional volunteer. If/when a student is not able to come in to their assigned shift, the student is expected to communicate with their colleagues 24 hours in advance. **In a similar manner, if/when a student encounters difficulty completing PSCH 387 requirements (e.g.,**

planning kickbacks or attending meetings/groups), the student is expected to take an active role in proactively initiating conversation with the course instructor. The student must keep track of their progress and not wait to have this conversation until the end of the semester. Thus, students are strongly encouraged to communicate their mid semester progress to the course instructor.

GRADING

This course uses a “Satisfactory/Unsatisfactory” grade mode. In order to receive a “Satisfactory,” students must perform at a satisfactory level, based on assessments of supervisors.

In addition, students must complete the following items to receive a Satisfactory status:

- Regular Attendance at their Support Group and Supervision Meetings
- Completion of Survey each week after they attend their Group
- Successfully lead one Kickback Event
- Attend 2 other Kickback Events in a support role
- Reflection Paper
- Journal Entries

Students are required to submit their Reflection Paper and Journal Entries to the course instructor by the last day of finals week. Please submit these items to me by Friday, May 7 (at noon).

CALENDAR OF IMPORTANT DATES

DATE	LOCATION	TASK
Mon 01/11/21		Semester Begins
Th 01/14/21 6-7pm	Zoom	Meeting with Dr. Ballantyne to discuss PSCH 387 expectations
Th 01/21/21 6-7pm	Zoom	Weekly Group Consultation Meetings Begin
Week of 01/25/21	Zoom	First Week of Support Groups!
Thu 01/28/21		<i>Feb Kickback Event Planners to submit ideas to Iza via email by noon</i>
Fri 01/29/21 5-7pm	TBD	January Kickback Friday Event: Iza
Fri 02/19/21 5-7pm	TBD	February Kickback Friday Event: Vivien and Jasmin
Thu 02/25/21		<i>March Kickback Event Planners to submit ideas to Iza via email by noon</i>
Mon 03/01/21		Semester Mid-point. Time to gauge your progress! Please let Dr. Ballantyne know if you are having difficulty completing any aspect of the course
Fri 03/19/21 5-7pm	TBD	March Kickback Friday Event: Nikita and Brenda
Thu 04/01/21		<i>April Kickback Event Planners to submit ideas to Iza via email by noon</i>
Fri 04/23/21 5-7pm	TBD	April Kickback Friday Event: Mia and Claire
Week of 04/26/21		Last Week of Groups for the Semester
Th 05/06/21 6-7pm	Zoom	Final Group Consultation Meeting
Fri 05/07/21 12pm		Deadline to Submit Reflection Paper and Journals to Dr. Ballantyne via email

Appendix: Supervision Meetings Zoom Information

Supervision will occur weekly on Thursdays from 6-7pm using the same Zoom information each week below:

Robert P Ballantyne is inviting you to a scheduled Zoom meeting.

Topic: USN Supervision Meetings Spring 2021

Time: This is a recurring meeting Meet anytime

Join Zoom Meeting

<https://uic-phi.zoom.us/j/82990204301?pwd=MVNHaU5lSVF4OVA4QzByZWZpUFk3dz09>

Meeting ID: 829 9020 4301

Passcode: 83z!4Wt4

One tap mobile

+13126266799,,82990204301# US (Chicago)

+16468769923,,82990204301# US (New York)

Dial by your location

+1 312 626 6799 US (Chicago)

+1 646 876 9923 US (New York)

+1 301 715 8592 US (Washington D.C)

+1 669 900 6833 US (San Jose)

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

+1 408 638 0968 US (San Jose)

Meeting ID: 829 9020 4301

Find your local number: <https://uic-phi.zoom.us/j/82990204301>