

2006 - 2007 UL Student Projects

In 2006-07, Year II Urban Leadership Program students tackled a variety of leadership challenges to complete the project assignment. We offer this list to give you a sense of the broad range of issues addressed by students' projects.

Service delivery obstacle: Lack of communication within a large mental health agency that uses primarily fee-for-service clinicians

Plan: Create a staff evaluation/feedback process to identify challenges in the delivery of services and provide opportunity for joint problem-solving

Service delivery obstacle: High no-show rate in outpatient mental health clinic of a neighborhood health center

Plan: Institute reminder call system

Service delivery obstacle: Lack of formal opportunity to patients to provide feedback about their care within an addictions program at a private psychiatric hospital

Plan: Develop a feedback tool for patients

Service delivery obstacle: Having to refer so many students outside for services at a busy college counseling center

Plan: Create and implement a support/therapy group program

Service delivery obstacle: Lack of cultural and linguistic diversity of staff addressing the needs of clients impacted by domestic violence

Plan: Develop focus group series for staff to address issues of cultural difference among themselves and with clients, and develop recommendations to improve service delivery to a diverse client population

Service delivery obstacle: Lack of connectedness and sense of fellowship among staff members of an expanding mental health clinic

Plan: Utilize Native American Circle process in order to enable staff to feel more supported

Service delivery obstacle: Lack of coordination in care of homeless patients visiting the emergency room of a large teaching hospital

Plan: Provide in-service training to social work interns and staff regarding service delivery to the homeless to foster consistent community collaboration

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Service delivery obstacle: Inadequate orientation for incoming interns at a hospital outpatient mental health clinic regarding the use of a computer system that is necessary to assume clinical responsibilities

Plan: Develop a training plan, identify limitations of the computer system, and present recommendations to Administration

Service delivery obstacle: Lack of clear understanding of care coordination services by patients and staff at a large teaching hospital

Plan: Produce a pamphlet or information packet to give to patients when a social work referral is made

Service delivery obstacle: Lack of focus on building self-advocacy skills of severely mentally ill clients in an inpatient psych. facility

Plan: Develop resource workshops and guide to change attitudes of patients and staff regarding patients' capacity to advocate for themselves

Service delivery obstacle: Lack of materials and bilingual staff to help orient new Spanish speaking clients to services at a hospital outpatient psychiatry clinic

Plan: Develop welcome brochure in Spanish

Service delivery obstacle: Limited parent involvement in programming for mentally ill children served by a large child welfare agency

Plan: Develop a parent council to increase involvement of families in the treatment environment

Service delivery obstacle: Lack of clear and specific referral process for ongoing therapy to address over-demand for services in a college counseling center

Plan: Facilitate staff development of a more defined referral process

Service delivery obstacle: Limited access to vocational program for adolescent clients served by a large child welfare agency due to lack of clear communication and referral protocol and lack of focus on training and preparation of clients

Plan: Develop written guidelines for staff and recommendations regarding work with clients

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Service delivery obstacle: Lack of engagement of fathers in treatment in a program addressing the needs of children who have witnessed violence

Plan: Foster staff discussion about involving abusive caretakers in treatment, develop guidelines to structure treatment decisions, identify barriers to accessing services from fathers' perspective

Service delivery obstacle: Lack of clinical and support staff to address the needs of a significant cultural and linguistic minority population in the catchment area of a community mental health agency

Plan: Develop the cultural and linguistic capacity of the agency by building full-time bilingual/bicultural staff coverage.

Service delivery obstacle: Lack of a useable satisfaction survey for geriatric patients of an inpatient psychiatric program

Plan: Develop and administer a useable survey instrument

Service delivery obstacle: Lack of a comprehensive protocol regarding psychiatric medication of new and existing residents of a secure treatment facility for adolescents

Plan: Develop and implement a protocol to facilitate psychiatric treatment