Consultation Proposal

Zoricelis Davila

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Consultation Proposal & Contract

Between

Puerta de Esperanza, Bilingual Counseling & Psychotherapy

(Zoricelis Davila, MA, LMHC, LPC-S)

4200 South Fwy. Suite 614, Fort Worth, TX 76115

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and

SafeHaven of Tarrant County (Maria Field, MA, LPC-S)

1100 Hemphill St. Fort Worth, TX 76104

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Consultation Proposal

SafeHaven of Tarrant County is the largest and most comprehensive non-profit organization serving victims of domestic violence in Texas. SafeHaven (SH) has requested consultation services from Puerta de Esperanza, Bilingual Counseling & Psychotherapy to assess and identify reasons for a decline in their Spanish-speaking weekly support group meetings, provide recommendations and the corresponding training. The model of consultation used is program-centered administrative consultation due to the program evaluated will be the Spanish speaking program serving the Hispanic population of the agency.

**Consultation Request & Rationale**

SafeHaven of Tarrant County in Fort Worth, Texas requests the consultation services of the consultee Puerta de Esperanza, Bilingual Counseling & Psychotherapy (PDE) through their Director of Clinical Services, Maria Field, MA, LPC-S. SafeHaven (SH), the identified client/consultee is the largest and most comprehensive non-profit organization serving victims of domestic violence in Tarrant County. Some of the services provided by SH are individual counseling, support group, domestic violence education and prevention, shelter, 24-hour care, case management, crisis and outreach, and legal services. The services provided are completely free of cost to the client because the agency is funded with grants that support services for this population.

One particular grant is provided to serve Spanish speaking clients who are undocumented immigrants and victims of domestic violence. The grant requires that support group is provided in Spanish and that groups are between 10 and 15 clients each. If group attendance is below eight, the agency may lose grant rights. The agency has 128 employees, 85 percent of the employees are Caucasian, 10 percent are African American, and five percent are Hispanic. However, in the clinical department providing direct clinical services, there is only one Spanish speaking counselor and one case manager.

**Description of the Issue**

Mrs. Maria Field requests the consultation services of PDE to assess the reason for a decline in attendees in two of their Spanish speaking support groups, evaluate the effectiveness of services for the Spanish-speaking clients, provide recommendations to improve the services provided to that population, and provide a multicultural training to increase multicultural competency and effectiveness. Mrs. Field indicates that prior to a sudden decline in the Spanish Support Group named S.O.A.R. (Support for Overcoming Abusive Relationships), the attendance ranged between 12 to 15 clients consistently in each of the two weekly group meetings. Mrs. Field indicates that for the past six months the attendance has consistently declined and now the attendance in each group is an average of four or five individuals at the most.

Mrs. Field reports that the only change the group has experienced six months ago is a change in the counselor who facilitates group. Previously to the decline in attendance, the group was conducted by a 45-year-old Hispanic female, Licensed Professional Counselor who is identified as a first generation Hispanic and whose first language is Spanish. The current counselor facilitating group is a 26-year-old Hispanic female, who is Licensed Social Worker and identifies herself as an American although her cultural background is a third generation Hispanic. An additional factor is that the first language of the new group facilitator is English, her knowledge of Spanish is moderate.

One factor contributing for need to seek professional mental health consultation is that not one of the administrative, executive or clinical director’s staff is bilingual or know Spanish; therefore, the need for the clinical, cultural and ethnic expertise. The agency wants to know what may be causing such drastic decrease in attendance and provide recommendations on how to increase the number of participants as they are at risk of losing the grant that funds that program. Mrs. Field indicates that if they don’t have at least eight to ten members in attendance and increase the frequency of group to three groups a week, they may lose the grant.

**Qualifications of the Consultant**

Puerta de Esperanza (PDE), Bilingual Counseling & Psychotherapy (the consultant), is a Private Practice that has been serving the Hispanic population in Fort Worth, TX for 15 years. All clinicians in the practice are first generation Hispanics with their primary language being Spanish. Among the services provided by PDE are individual counseling, group counseling, psychoeducational groups, supervision and consultation. An important service provided by PDE are psychological evaluations to undocumented immigrants as part of their process to legalize their migratory status in United States. The owner and Executive Director of PDE is a 50-year-old female, first generation Hispanic whose first language is Spanish. She is a Licensed Professional Counselor Approved Supervisor for 15 years, a Licensed Mental Health Counselor, and a doctoral student at Liberty University with an expected graduation date of May 2019.

**Access to Consultant**

A working alliance will be established on the first meeting to discuss the consultation proposal between Ms, Davila representing PDE who will meet with Ms. Field representing SafeHaven. SH will provide unlimited access to all Spanish S.O.A.R. group meetings to Mrs. Davila in order observe how group is conducted. A confidentiality agreement will be signed by both parties.

**Operational Definition of the Issue**

The operational definition of the issue is that SH provides two weekly support groups for Spanish-speaking undocumented victims of domestic violence. Both groups used to have a consistent attendance of at least 15 clients per group meeting. In the past six months the average attendance has consistently declined to an average of four to five clients per group meeting.

**Assessment and Plan**

PDE will be represented by its owner Zoricelis Davila whom will attend each group meeting for six consecutive weeks to evaluate the Spanish-speaking support group. Ms. Davila will interview the group facilitator for half hour before group is conducted to ask about the plan for group process and rationale behind the interventions that will be utilized. Ms. Davila’s role during the group meeting will be that of an observer in order to assess group dynamics and leadership performance. After group ends, Ms. Davila will meet again with the facilitator for half hour to conduct an interview in regard to how the results of group process.

**Goals and Expected Outcome**

Once group observations have been completed, the first goal of the consultant is to provide a series of trainings to the clinical counselors in regard to multicultural competencies, group counseling processes, and effective multicultural strategies. Success of consultation will be measured by obtaining the following goals which include: to increase group attendance to at least 15 attendees in the first two months and add one more Spanish S.O.A.R. group per week so the total of groups offered by the agency are three a week. In order to provide more opportunities for group attendance to grow, each group will be conducted at different times during the day, one at 9:00 A.M, one at Noon, and one at 5:00 P.M. Finally, an increase of Spanish speaking counselors in the agency by 5 percent, will be considered a success.

**Intervention of Strategies**

The main intervention strategy utilized will be live observation while support group is being conducted. Training in multicultural competency will also be implemented as research indicates that it is the responsibility of the clinician to develop cultural understanding of others, build cultural self-awareness, and individualize treatment to the client’s cultural needs (Jones, Kawena Begay, Nakagawa, Cevasco, & Sit, 2016). Considering that the nature of the group is for Spanish-speaking first generation Hispanics, multicultural competencies of the group leader and program will be assessed.

**Termination and Follow-up**

Termination of consultation services will occur three months after the final training session. Follow up meetings will be conducted once a month for three months in order to evaluate progress and possible challenges to the implementation of the recommendations provided.

**Ethical and Legal Issues**

The consultant is responsible for ensuring that no ethical or legal issues will be compromised. The process of consultation, observation, interviews and training will be provided with strict caution to safeguard professional multicultural competencies. No discrimination among staff, counselors, or clients will occur while providing the appropriate cultural and language needs to the clients.

**Consultation Contract**

Between

Puerta de Esperanza, Bilingual Counseling & Psychotherapy

(Zoricelis Davila, MA, LMHC, LPC-S)

and

SafeHaven of Tarrant County (Maria Field, MA, LPC-S)

**Scope of Consultation**

Puerta de Esperanza, Bilingual Counseling & Psychotherapy (PDE), the consultant and Zoricelis Davila, MA, LMHC, LPC-S will provide consultation services to SafeHaven of Tarrant County (SH) the consultee, and Maria Field, MA, LPC-S, Director of Clinical Services. Services will include observation of Spanish Support Group S.O.A.R. two times a week (4 hours), for six weeks and interview with the group facilitator pre and post group session. The consultant will assess group leaders’ preparation for group, performance during group, and group process after group session has ended. At the completion of the six weeks, the consultant will provide the consultee with a report of the observations, assessments, and the corresponding recommendations no later than two weeks after the six week term. Appropriate training will be conducted as part of the consultation process.

**Products Expected as a Result of Consultation**

The essential product of the consultation will consist of face-to-face interview of group leader, live observation of group process, and process interview with the group leader/facilitator; which will include two hours per day of group process, per week for six weeks. After the assessment and evaluation has been conducted, the consultant will provide a report to SH indicating the results of the observations and assessments along with corresponding recommendations. The consultant will provide four two-hour training to the administrative and clinical staff addressing issues of group counseling, multicultural competencies, group dynamics, and group processes.

**Expected Time Frame for the Completion of the Consultation**

The complete process of consultation and training will be conducted in 12 weeks, six weeks of observation and assessment, two weeks of report preparation, and four weeks of training. The specific dates for trainings will be decided upon June 1st, 2018. A written evaluation and formal comprehensive report will be provided by June 15th, 2018 to the Director of Clinical Services. The consultation is concluded three months after the trainings have been completed.

**Roles and Responsibilities**

The consultant agrees to be present and provide live observation and assessment of group processes and facilitation at all Spanish S.O.A.R. support groups every week. The consultant will provide four training sessions at the completion of the six weeks of observation and assessment. All materials needed for the trainings and the final presentation of the evaluation will be provided by the consultant to the administrative staff of SH. The consultant agrees to handle all corresponding logistics for the training including location, food, announcements to the employees, and written material.

**Consultations/Fees/Consideration:**

In return for the provision of consultation services indicated above, SafeHaven of Tarrant County agrees to pay Puerta de Esperanza a fee in the amount of $10,000. This fee includes the time spent interviewing the group leader, observing live the group process, processing the group with the leader after group session, time spent in training, and any costs that are incurred in the preparation of the training and materials. The amount should be paid within one week after the final report has been delivered in person to the Director of Clinical Services.

**By signing below, the parties acknowledge acceptance of the contract terms.**

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Maria Field, MA, LPC-S Zoricelis Davila, MA, LMHC, LPC-S

Director of Clinical Services Chief Executive Officer & Owner

SafeHaven of Tarrant County Puerta de Esperanza,

Bilingual Counseling & Psychotherapy

References

Jones, J. M., Kawena Begay, K., Nakagawa, Y., Cevasco, M., & Sit, J. (2016). Multicultural Counseling Competence Training: Adding Value With Multicultural Consultation. *Journal of Educational and Psychological Consultation*, *26*(3), 241–265. http://doi.org/10.1080/10474412.2015.1012671

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