

**What Parents, Administrators, School Board Members, Teachers,  
Community Agencies and Other Interested Parties need to know about  
School Social Work.**

**A School Social Work Resource for School Social Workers**

A resource developed in a partnership between  
The Indiana Department of Education and  
The Indiana School Social Work Association

2010

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## **Letter to School Board Members, Superintendents and Administrators**

Dear School Administrator,

The Indiana Department of Education in collaboration with the Indiana School Social Work Association has prepared a packet of information for school administrators to assist school districts in providing services that support students achieving academic success.

As you are acutely aware, an increasing number of students face barriers to their learning, including social, emotional and mental health challenges. School social workers are uniquely qualified to address these challenges and provide services at the school-wide, family, small group and individual levels. School social workers are trained to identify needs in the school, provide services, and/or engage with the community to access resources to meet such needs.

This packet of information provides administrators with information pertaining to the legislative support for school social work, school social work standards, licensure requirements, funding sources, hiring, interview and evaluation tools, together with the professional associations and resources that support school social work.

School social workers are trained at the Master's level and have completed specialized training in school social work, including a year-long practicum, under the supervision of an experienced school social worker.

Questions regarding school social work may be addressed to the president of the Indiana School Social Work Association, currently Cynthia Evans [cevans@kokomo.k12.in.us](mailto:cevans@kokomo.k12.in.us) or Dee Kempson, IDOE School Social Work Consultant, at [dkempson@doe.in.gov](mailto:dkempson@doe.in.gov)

Sincerely,

Cynthia Evans MSW LSW

INSSWA President

Dee Kempson LSW ACSW

IDOE School Social Work Consultant

## Legislative Support for School Social Work Services

### Article 4 “The Student Services Rule 511 IAC 4-1.5

Affected: IC 20-31-4-6

Sec. 5. (a) **School corporations shall provide student assistance services at the elementary and secondary school levels.**

(b) Student assistance services shall be coordinated by a:

- (1) certified school counselor;
- (2) certified school psychologist; or
- (3) certified school social worker (master’s level).

(c) Student assistance services shall include, but are not limited to, the following:

(1) **Prevention**, which includes:

- (A) assisting teachers and parents in delivering the health and social studies proficiencies of the school curricula;
- (B) collaborating with community resources to develop summer and extended school programs to meet the social and recreational needs of students; and
- (C) educating school staff and parents on the developmental needs and behavioral management of students.

(2) **Assessment**, which includes:

- (A) educating school staff and parents to identify and refer students who are experiencing problems that interfere with student learning;
- (B) obtaining and interpreting data on student needs; and
- (C) implementing the school’s policies and procedures with regard to identifying and referring students with their families who are in need of special services.

(3) **Intervention**, which includes:

- (A) providing brief individual and group counseling to students and families who need help with personal concerns or developmental problems; and
- (B) providing consultation services to school staff and parents regarding strategies for helping students cope with personal and social concerns.

(4) **Referral**, which includes:

- (A) implementing policies and procedures for referring students and families to student assistance services and to community agencies for intensive counseling or other specialized services not available from the school;
- (B) disseminating a directory of community services and resources; and
- (C) creating a system to monitor referrals to ensure that students and families receive services in a timely and appropriate manner.

*(Indiana State Board of Education; 511 IAC 4-1.5-5; filed Jun 19, 2000, 10:37 a.m.: 23 IR 2716)*

Student Assistance Services are required for accreditation.

## **Individuals with Disabilities Education Act (IDEA)**

### **How does IDEA Define Social Work Services in Schools?**

Social work services in schools includes –

- (i) Preparing a social or developmental history on a child with a disability;
- (ii) Group and individual counseling with the child and family;
- (iii) Working in partnership with parents and others on those problems in a child's living situation (home, school, community) that affect the child's adjustment in school;
- (iv) Mobilizing school and community resources to enable the child to learn as effectively as possible in his or her educational program; and
- (v) Assisting in developing positive behavioral intervention strategies.

### **34 CFR 300.34 (c) 14**

## **511 IAC 7: Article 7: Indiana's Special Education Rule**

### **Rule 40: Identification and Evaluation**

#### **511 IAC 7-40-2 Comprehensive and coordinated early intervening services**

(b) In implementing comprehensive and coordinated early intervening services under this section, a public agency may carry out activities that include, but are not limited to, the following: ....

- (2) Providing educational and **behavioral evaluations, services and supports** ..

#### **511 IAC 7-43-1 Related Services;**

(g) Counseling services may

(2) be provided by:

(A) school social workers ...

#### **511 IAC 7-43-1 (t) School Social Work Services:**

(1) may include:

(A) serving as a member of the educational evaluation multidisciplinary team with responsibilities that may include the preparation of a social and developmental history on a student;

- (B) group and individual counseling with the student and family;
  - (C) working, in partnership with parents and others, on those problems in a student's home, school, and community life that affect the student's adjustment in the educational setting;
  - (D) mobilizing school and community resources to enable the student to learn as effectively as possible in the student's educational program; or
  - (E) assisting in developing positive behavioral intervention strategies; and
- (2) must be provided by a licensed school social worker.

## **School Social Work Standards and Code of Ethics**

Indiana School Social Work Standards <http://www.doe.in.gov/sservices/ssw.html>

NASW Code of Ethics <http://www.socialworkers.org/pubs/code/default.asp>

## **HIRING SCHOOL SOCIAL WORKERS**

### **Funding Sources:**

- General Education Funding
- Special Education Funding: Coordinated and Early Intervening Services IAC 7-40-2
- Title 1 Funding
- Safe and Drug Free Schools Monies
- Elementary and Secondary School Counseling Program Grants (ESSCP)  
ESSCP is the only federal program providing financial support to school districts to expand critical school counseling services. The program makes available money to hire school social workers, school counselors, and school psychologists.  
<http://www.ed.gov/programs/elseccounseling/index.html>

## **SAMPLE SCHOOL SOCIAL WORKER JOB DESCRIPTION**

### ***MINIMUM QUALIFICATIONS:***

In order to practice as a school social worker in Indiana, it is important to know that school social work is a dual-licensed profession. Requirements are as follows:

- The MSW Degree from an accredited university. IC **511 IAC 4**
- The Student Services License obtained from the IDOE Center for Accreditation, Assessment and Licensing.
- The LSW and/or LCSW social work license(s) obtained from the Indiana Professional Licensing Agency (IPLA). IC 25-23.6-4-2

**JOB GOAL:**

To maximize student learning by addressing and impacting students' personal, social, emotional and behavioral needs in school, home, and community.

**RESPONSIBILITIES: (will vary across settings)\***

1. Assess student functioning, both formally and informally, in the home, school and community, identifying factors that may negatively impact his or her education while also assessing strengths.
2. Provide counseling to individuals and groups and their families, using appropriate therapeutic strategies.
3. Promote consistent school attendance.
4. Provide crisis intervention services for students, demonstrating skill in diagnosing and recommending appropriate treatment for mental health/behavioral needs.
5. Consult and collaborate effectively with community agencies and other mental health professionals to coordinate service.
6. Actively participate in multidisciplinary teams, and provide consultation to school personnel regarding home, neighborhood, and community conditions that may affect student well being.
7. Demonstrate knowledge of district, state, and federal policies, including due process guidelines and child abuse/neglect reporting.
8. Maintain records in a manner consistent with district practices.
9. Maintain functional office area with materials accessible and organized.
10. Prioritize school social work needs and manage time accordingly.
11. Uphold the ethical standards of the social work profession.

\*School social work positions differ depending on the needs of the student population being served, as well as the school's unique needs. Therefore, responsibilities would also differ and would need to be made clear upon hiring.

**Examples of Specific Responsibilities:**

School social workers perform a variety of interventions dependent on the needs of the school community. The following is a sampling of such responsibilities:

- Schedule and conduct parent interviews in response to academic concerns, family crises, behavioral/social/emotional /mental health issues, Response to Intervention information gathering, and/or special education evaluation.
- Provide systemic observation and bio-psychosocial assessment of students in order to gather information and provide recommendations for intervention.
- Assist in the completion of Functional Behavioral Assessments and Behavior Intervention Plans.

- Administer, interpret, and report selected empirically based assessments of clients.
- Act as advocates for clients' rights.
- Provide direct intervention for mental, emotional and behavioral disorders for individuals and groups of students.
- Provide crisis intervention and support services when the school community has been impacted by events such as suicide, death, assaults, school violence and physical catastrophes.
- Plan and provide school social work services to students for whom such services have been identified on a special education individual education plan (IEP).
- Serve as a member of the school problem solving team- providing the perspective of a school social worker to understand the presenting problem and assisting in the development and provision of behavioral and therapeutic interventions for individuals and groups of students identified as in need of services.
- Refer and link families and students to community resources and agencies.

**School social workers also provide the following coordination and collaboration services:**

- Coordinate and develop classroom and community programs
- Provide in-service education to school personnel on a variety of topics including behavioral/social/emotional/mental health issues, parenting, cultural awareness, poverty, impact of deployment, etc.
- Coordinate, plan and conduct multidisciplinary problem-solving team meetings.
- Provide consultation to families, students, teachers, parents, administrators and other staff.
- Collaborate with community resources and agency personnel serving families.

## SAMPLE SCHOOL SOCIAL WORKER INTERVIEW QUESTIONS\*

Applicant's Name \_\_\_\_\_ Date \_\_\_\_\_

(MAY RATE EACH QUESTION 1-5)

### ***KNOWLEDGE AND EXPERIENCE***

1. Describe your education and how it has prepared you for this position.
2. Please tell us about your background in working with children who exhibit social/emotional problems in a school or other setting.
3. Have you had a practicum/internship or related experience in school social work? If so, describe your tasks and responsibilities and what you learned from this experience.
4. What do you think the role of the school social worker is in:
  - a. Participating in an IEP meeting?
  - b. Developing a positive school climate?
  - c. Reporting abuse/neglect?
  - d. Talking to a disgruntled parent?
  - e. Providing prevention, assessment, intervention, and referral services to the school community at the school-wide, targeted and intensive levels?

### ***SKILLS***

5. Describe how you would assess the needs of a child who is being referred by a classroom teacher; a parent.
6. How might you use technology to help you be more efficient?
7. How important is race, ethnicity, cultural, and social factors when assessing a student for special education? Describe how you might relay this to the team.

### ***SCENARIOS***

8. You have been asked to facilitate a small group to teach social skills. How would you proceed?
9. A junior high girl told her teacher that a friend of hers told her she was going to kill herself. The teacher told you. What do you do?
10. Parents of a student with an IEP with whom you work are calling you and the teacher at least weekly, saying they are upset with their child's program and is bad-mouthing the teacher to you. What steps might you take to resolve this conflict?
11. You hear from a teacher that "Jimmy" has increasingly aggressive behavior toward others. He is not on an IEP. The teacher has asked him to stop, but the situation is getting worse. How would you handle this?
12. There is chatter about certain students in the teachers' lounge that you feel is inappropriate. How might you handle this situation?

\*Questions should be added to or changed to fit the needs of your school.

## **PERFORMANCE EVALUATION**

A school social worker providing services in a school may be the only social work professional in the school building. Their performance typically is evaluated by an administrator. To assist this person in effectively evaluating the performance of a school social worker, an example of a School Social Work Performance Evaluation can be found below. This document may be adapted for the purposes of an individual school.

### **Example of School Social Worker Performance Evaluation**

**Date** \_\_\_\_\_

### **Indianapolis Public Schools**

#### **FINAL SUMMATIVE EVALUATION INSTRUMENT**

#### **COMPREHENSIVE EVALUATION OF SCHOOL SOCIAL WORK PERFORMANCE**

**Name of School Social Worker**

**Assignment/School**

**Years of experience**

**Assignment**

<p><b>Domain 1:</b></p> <p><b>Planning and Preparation</b></p>	<p><b>KEY PIECES OF EVIDENCE</b></p>
<p><b>1a) Demonstrating Knowledge of Content Basic to the Social Work Profession</b></p>	
<ul style="list-style-type: none"> <li>• At-risk youth</li> <li>• Community collaboration</li> <li>• Consultation</li> <li>• Counseling</li> <li>• Crisis intervention</li> <li>• Cultural, racial, ethnic, gender and other diversity</li> <li>• Environmental and biological factors affecting students' ability to function effectively in school</li> <li>• Family relationships</li> <li>• Mental health systems</li> <li>• Risk and safety factors</li> <li>• Students with disabilities</li> <li>• Systems theory</li> <li>• Values and ethics</li> <li>• Various modalities of treatment and theories</li> </ul>	
<p><b>1b) Demonstrating Knowledge of Diagnostic Process</b></p>	
<ul style="list-style-type: none"> <li>• Academic proficiencies</li> <li>• Cultural heritage</li> <li>• Human development and growth</li> <li>• Personal interests</li> <li>• Learning styles</li> <li>• Social/emotional dynamics</li> </ul>	
<p><b>1c) Developing Interventions</b></p>	

<ul style="list-style-type: none"><li>• Student, staff and/or family collaboration</li></ul>	
<b>1d) Demonstrating Knowledge of Resources and Accessibility Procedures</b>	
<ul style="list-style-type: none"><li>• Community resources</li><li>• School/district resources</li></ul>	
<b>1e) Assessing Student Growth</b>	
<ul style="list-style-type: none"><li>• Create criteria for assessing goals</li><li>• Congruence with intervention goals</li><li>• Use assessment results for future planning</li></ul>	

## School Social Work Student Services Licensure

### Indiana School Social Worker Licensure Requirements: July 2010

In order to practice as a school social worker (SSW) in Indiana it is important to know that school social work is a dual-licensed profession. Requirements are as follows:

- The MSW Degree, with a school social work concentration, from an accredited university. IAC 511 IAC 4
- The Student Services License obtained from the Office of Educator Licensing and Development (OELD): <http://www.doe.in.gov/educatorlicensing/welcome.html> 515 IAC 8-1-48
- The LSW and/or LCSW social work license(s) obtained from the Indiana Professional Licensing Agency (IPLA): [www.pla.in.gov](http://www.pla.in.gov) IC 25-23.6-4-2

### Beginning School Social Workers

#### **How to Apply for an Original School Social Worker License:**

**Applicants must have at least a MSW to obtain a School Social Worker license.**

1. Complete the entire [Application for Indiana Educator License, State Form 9331](#). **Since the Office of Educator Licensing and Development communicates with applicants by e-mail, you must provide an e-mail address that you have easy access to.**
2. In section E, if you answer yes to any of the three (3) criminal history questions, include related court documents and an explanation.
3. \$35 Money Order or Cashier's Check made payable to "State of Indiana." **ALL FEES ARE NON-REFUNDABLE.**
4. A copy of your **valid** Indiana Professional Licensing Agency License.
5. A copy of your CPR/ Heimlich Maneuver certification, [click here for more information and a list of approved providers](#)
6. Official transcripts that bear the sign and/or seal of the registrar, the degree and date conferred. Provide transcripts for **ALL** completed coursework at **ALL** institutions attended. Transcripts must be included with evaluation materials. **Do NOT order transcripts to be sent directly to the Office of Educator Licensing and Development.**

**Submit all the above materials to:**

Office of Educator Licensing and Development  
151 W. Ohio Street  
Indianapolis, IN 46204-2798

Beginning School Social Workers will apply for a two-year Initial Practitioner License from OELD: [http://www.doe.in.gov/educatorlicensing/SS\\_SW.html](http://www.doe.in.gov/educatorlicensing/SS_SW.html) . The Initial Practitioner License may be renewed for an additional 2 year period in the event that the school social worker is not able to meet the standard for the 5 year Proficient Practitioner License within the 2 year time frame. Information regarding the responsibilities of the school social worker and those of the administrator regarding this process may be found at: [http://www.doe.in.gov/educatorlicensing/SS\\_SW.html](http://www.doe.in.gov/educatorlicensing/SS_SW.html)

515 IAC 1-5-3.2 explains the requirement for a school/corporation to develop and implement a Beginning School Services Residency Program (SSRP)

***515 IAC 1-5-3.2 Beginning school services residency program  
Sec. 3.2.***

***(a) To be eligible for a proficient practitioner license under 515 IAC 4, the holder of an initial practitioner license that includes any content area established under 515 IAC 8-1-45, 515 IAC 8-1-46, 515 IAC 8-1-47, or 515 IAC 8-1-48 shall participate in a two (2) year beginning school services residency program.***

***(b) The beginning school services residency program shall:***

***(1) assist beginning school services personnel in the performance of their duties;***

***(2) identify skills and practices necessary for excellence in school services; and***

***(3) require the supervisor to complete an assessment of the performance of the beginning school services personnel.***

***(c) A beginning school services residency program is a two (2) year program that includes, but is not limited to, the following:***

***(1) An initial conference between the supervisor and the beginning school services personnel to discuss the following:***

***(A) The assessment schedule under subdivision (2).***

***(B) The minimum assessment criteria developed by the department under subsection (e)(1).***

***(2) An assessment of the beginning school services personnel before November 15 and April 15 during each of the first two (2) years of the beginning school services personnel's employment. The supervisor shall assess the beginning school services personnel by using the minimum assessment criteria provided by the department under subsection (e) (1).***

*(3) A growth plan for the beginning school services personnel if the supervisor determines after any assessment described in subdivision (2) that a beginning school services personnel is deficient in any area being assessed.*

*The growth plan must be in writing and include the following:*

*(A) Specific expectations of the supervisor.*

*(B) Actions to be taken by the beginning school services personnel to meet the expectations.*

*(C) A date for the actions to be completed.*

*(D) The next assessment date.*

*(4) If the supervisor creates a growth plan in accordance with subdivision (3), a reassessment of the beginning school services personnel shall occur prior to the next assessment required by subdivision (2).*

*(5) After April 15 of the second year of the program but before May 1 of that same year, the supervisor shall make a determination and provide a written explanation to the beginning school services personnel and superintendent that one (1) of the following determinations:*

*(A) The beginning school services personnel successfully completed the residency program.*

*(B) The beginning school services personnel failed to successfully complete the residency program.*

*(d) The beginning school services residency program may include a school corporation sponsored mentoring program.*

*(e) The department shall:*

*(1) develop minimum assessment criteria to be used by a supervisor when assessing a beginning school services personnel;*

*(2) develop forms for use by a supervisor in the assessment of the beginning school services personnel; and*

*(3) provide assistance in the development and implementation of a beginning school services residency program at the request of an entity under section 1(a) of this rule.*

The appeal process for a practitioner that is denied approval of eligibility for a Proficient Practitioner License may be found in 515 IAC 1-5-7.

Successful completion of the SSRP creates eligibility for the 5 year Proficient License. If awarded, this license must be renewed every 5 years. There are three options for renewing the five year Proficient Practitioner License:

**(1) Completing a Professional Growth Plan (PGP)**

<http://www.doe.in.gov/educatorlicensing//growth.html>

**(2) Submission of official transcripts listing completion of six semester hours of college or university coursework**

**(3) Showing a valid copy of the IPLA license.**

## How to Renew a School Social Worker License

1. Complete the entire [Application for Indiana Educator License, State Form 9331](#). **Since the Office of Educator Licensing and Development communicates with applicants by e-mail, you must provide an e-mail address that you have easy access to.**
2. In section E, if you answer yes to any of the three (3) criminal history questions, include related court documents and an explanation.
3. \$35 Money Order or Cashier's Check made payable to "State of Indiana." **ALL FEES ARE NON-REFUNDABLE.**
4. Attach a copy, **front and back**, of your Indiana Educator license being renewed or a copy of your license information from the Indiana Educator License Lookup

**select one (1) of the following:**

- **Indiana Professional Licensing Agency license** - a copy of your IPLA license
- **Six (6) semester hours completed at an accredited Indiana institution** – [Renew Online](#) or submit the above materials to the Licensing Advisor at your Indiana Institution. The six (6) semester hours must have been completed after the issue date of the license you are renewing.
- **Six (6) semester hours completed at an accredited Out-of-State institution** - Submit all materials and official transcripts directly to the address below. The six (6) semester hours must have been completed after the issue date of the license you are renewing.
- **Professional Growth Plan (PGP)** – For more information on the Professional Growth Plan, [click here](#)

**Submit all the above materials to:**

Office of Educator Licensing and Development  
151 W. Ohio Street  
Indianapolis, IN 46204-2798

### **All Current School Services License Holders who choose to renew with a Professional Growth Plan:**

All school professionals who choose to renew with a Professional Growth Plan will renew prior to their license expiration date. School social workers will renew with a letter from the immediate supervisor verifying that the applicant has successfully completed a PGP – along with other application materials. See [http://www.doe.in.gov/educatorlicensing/SS\\_SW.html](http://www.doe.in.gov/educatorlicensing/SS_SW.html)

**Renewal of the Proficient License with a Professional Growth Plan:** 515 IAC 4-2-19 includes:

- completion of a Professional Growth Plan
- 90 hours of professional growth experiences (PGPs) during the 5 year license renewal time-frame
- verification from the immediate supervisor
- appeal process initially goes to the school superintendent and, if necessary, the Indiana Department of Education.

The proficient license must be renewed every five years. Continuing education activities (CEUs) may be used to identify PGP activities for the purposes of the Professional Growth Plan. 1 content hour of a professional development activity is equivalent to 1 PGP.

**Accomplished License** (10 years) 515 IAC 8-1-48 (c)

*515 IAC 12-1-1 Accomplished practitioner license*

*Sec. 1. (a) An accomplished practitioner license is a **renewable** license that may be issued to the holder of a proficient practitioner license if any of the following requirements are met:*

*(1) The license includes a content area set forth in:*

*(A) 515 IAC 8-1-8 through 515 IAC 8-1-39; or 515 IAC 8-1-45 through 515 IAC 8-1-48; and*

*(B) the applicant holds a master's degree or higher from an institution of higher learning that substantially applies as determined by the department to the content area.*

**The individual MUST hold the Proficient Practitioner license for the full five years before they can convert to a 10 Year Accomplished Practitioner License.**

**Questions regarding school social work licensure can be directed to:**

- IDOE Office of Educator Licensing and Development  
<http://www.doe.in.gov/educatorlicensing/welcome.html>
- The Indiana School Social Work Association [www.insswa.org](http://www.insswa.org)
- IDOE School Social Work Consultant [dkempson@doe.in.gov](mailto:dkempson@doe.in.gov)

## School Social Worker Resources

### **Associations and Organizations**

The following organizations provide a wealth of resources to practicing school social workers and the administrators who supervise them:

- The Indiana School Social Work Association (INSSWA) [www.insswa.org](http://www.insswa.org)
- The School Social Work Association of America (SSWAA) [www.sswaa.org](http://www.sswaa.org)
- The National Association of Social Workers (NASW) [www.socialworkers.org](http://www.socialworkers.org)
- The Midwest School Social Work Council [www.midwest-ssw.org](http://www.midwest-ssw.org)
- The Indiana Department of Education; Office of Student Services  
[www.doe.in.gov/sservices](http://www.doe.in.gov/sservices)

### **Toolkit Resources:**

- Research-Based/Best Practice Prevention and Intervention Resources for School Social Workers [http://www.doe.in.gov/sservices/social\\_work/best\\_practice.html](http://www.doe.in.gov/sservices/social_work/best_practice.html)
- Research-Evidence-Linking-School-Success-to-Effective-Prevention-Programs-2010.pdf  
<http://www.doe.in.gov/sservices/pdf/>
- Resources Related to Response to Intervention for Student Service Professionals  
<http://www.doe.in.gov/sservices/response-to-intervention.html>

Information that can be found at this website includes:

1. Indiana RTI
2. What's New?
3. Laws/Rules/Interpretations
4. IDOE Resources
5. Professional Articles
6. Assessment
7. FAQ
8. Related Websites

# Indiana School Social Work Association

## School Social Worker of the Year Nomination Form

To nominate a school social worker, please fill in the information below and attach one letter of recommendation written by a school administrator.

The letter of recommendation must address the following award eligibility criteria:

- Practicing School Social Worker
- LSW or LCSW at the Master's Degree Level
- Indiana Professional Standards Board School Social Work License
- Member of the Indiana School Social Work Association
- Two or more years of experience as a School Social Worker
- Commitment to the position that extends beyond the expected duties of the school social work position
- Outstanding achievements in professional growth

Name of person being nominated: \_\_\_\_\_

Last

First

Middle

School Corporation: \_\_\_\_\_

School Assignment: \_\_\_\_\_

School Address: \_\_\_\_\_

School Telephone Number: \_\_\_\_\_

School E-mail Address: \_\_\_\_\_

Home Address: \_\_\_\_\_

Home Telephone Number: \_\_\_\_\_

Name of person making nomination: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

**Return by mail to:** Indiana School Social Work Association

Attn: School Social Worker of the Year Committee

P.O. Box 511, Mooresville, IN. 46158

OR:

Form can be downloaded, information typed in, and sent as an attachment to [milliganbjmj@sbcglobal.net](mailto:milliganbjmj@sbcglobal.net)

