
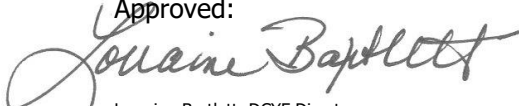


2917 MANAGING DCYF INTERNSHIPS	
Chapter: Workforce Development	Section: Interns and Volunteers
 <p>New Hampshire Division for Children, Youth and Families Policy Manual Policy Directive: 17-10 Effective Date: March 2017 Scheduled Review Date:</p>	<p>Approved:</p>  Lorraine Bartlett, DCYF Director
Related Statute(s): Related Admin Rule(s): Related Federal Regulation(s):	Related Form(s): DHHS Internship Policy Review , DHHS Student Internship Agreement , DHHS Educational Institution Internship Agreement , FORM 2202A , FORM 2916 , FORM 2917 , FORM 2918 , FORM 2919 , DOS Form DSSP256 , and BEAS Form 3655 Bridges' Screen(s) and Attachment(s):

The Division shall seek out and encourage student intern involvement in our programs for the purposes of increasing public awareness of the child welfare and juvenile justice systems, increasing community support and resources for our programs, providing interns with knowledge of the spectrum of services provided through the Division committed to the mission of safety, permanency, and well-being for children and youth, and recruiting potential staff for the Division.

Purpose

The purpose of this policy is to establish guidelines for training, and supervising interns for the Division for Children, Youth and Families.

Definitions

"BOLQI" means the Bureau of Organizational Learning and Quality Improvement, a Bureau of the Division for Children, Youth and Families.

"DCYF" or the **"Division"** means the Department of Health and Human Services' Division for Children, Youth and Families.

"Intern" means an undergraduate or graduate level student who has entered into an academic contract to observe, practice, and draft Division related work, and receive training through the Division for Children, Youth and Families for academic credit.

"Internship Program" means the DCYF infrastructure specifically responsible for the facilitation, oversight, and management of the Division's collaboration with institutes of higher learning to offer undergraduate and graduate students opportunities to intern with DCYF.

"Internship Site Supervisor" means the full-time DCYF Administrator, Program Specialist, or Supervisor, responsible for macro oversight of any internships assigned to their office location and supervising the Internship Supervisor.

"IS" or **"Internship Supervisor"** means the full-time DCYF Administrator or Program Specialist/CPSW/JPPPO/YC III or higher, responsible for directly supervising the intern for the duration of the internship.

“SYSC,” or the **“John H. Sununu Youth Services Center,”** or the **“Youth Detention Services Unit”** means the architecturally secure juvenile treatment facility administered by the DHHS Division for Children, Youth and Families for youth committed or detained.

Policy

- I. Interns will be assigned to functions based upon their interests, capabilities, qualifications and the Division’s specific needs including but not limited to available personnel. The following will apply to all interns:
 - A. All interns will be assigned to an IS for direct supervision.
 - B. Interns will not operate state vehicles.
 - C. Interns may provide professional services only when approved or certified and/or licensed to do so.
 - D. Interns will primarily observe work functions of the program in which they are completing their internship, although they may assist with completing some casework tasks and drafting information. They will not be assigned as a caseworker and will not be expected to testify in Court.
 - E. Interns will not escort youth away from the SYSC facility.
 - F. When deemed necessary, interns may be requested to submit to a search of their property and person using the same procedures that are in place for staff when entering a secure facility.
- II. The IS will coordinate the direct supervision of their intern with their Bureau Chiefs, Field Administrators, Supervisors, or Program Specialists. The IS may qualify for supervisory hours earned during the internship contract period.
 - A. The intern may be provided a consistent workspace, or the IS will be responsible for making arrangements for the intern to use an alternate workspace as needed.
 - B. The IS will coordinate the activities of the interns, including:
 1. Coordinate/facilitate access to the internship assignment’s location as well as information systems as appropriate through the channels designated by each program area.
 2. Identification of the specific assignments given to the intern to facilitate learning objectives.
 3. Informing the intern of their expectations, including what areas, if any, the intern may make personal and final decisions.
 4. Assuring that the intern has appropriate activities to complete each day to practice and model skills.
 5. Recognizing and demonstrating an appreciation of the accomplishments of the intern.

6. Facilitating opportunities for the intern to grow and to advance to more responsible positions with hands-on experience.
 7. Sharing relevant information with the intern to assist him or her in the completion of the assignment and supporting opportunities to job shadow.
 8. Facilitating the opportunity for the intern to make suggestions and to participate in the development of policies and procedures for the internship program.
 9. Providing the intern with regular feedback and an opportunity to debrief on the learning experiences.
 10. Including the intern in their own supervision with their supervisor (IS's Supervisor) as appropriate.
 11. Maintaining a process for forwarding all forms, learning contracts, process recordings or learning experiences to the Internship Program for the official intern file.
- III. The IS's Supervisor will maintain regular contact with the IS on the status of the internship and will meet with the intern at least once during the internship to discuss the intern's experiences and interests.
- IV. The Internship Program will maintain a separate record for each intern for a minimum of five (5) years after the intern no longer provides a service.
- A. The record shall include:
1. The Criminal Records Release Authorization Form (DSSP256);
 2. The Central Registry Name Search Authorization Release of Information to Third Party (2202A);
 3. The BEAS State Registry Consent Form (3655);
 4. The Intern Application (2916);
 5. The Internship Contract (2917) or any separate contract required for Title IV-E or U.P. by the institute of higher learning;
 6. DHHS Student Internship Agreement and DHHS Educational Institution Internship Agreement;
 7. DHHS Internship Policy Review Acknowledgement;
 8. The Internship Approval and Checklist (2918);
 9. ID forms; and
 10. Any training documents.

- B. The Internship Program shall provide specific documentation from the intern record to the Department as requested.
- V. The Internship Program shall develop and maintain an up-to-date computerized list of all interns who are approved to serve with the Division. The computerized list shall:
- A. Be updated regularly.
 - B. Include the following information about each intern:
 - 1. The intern's name, school address, home address and cell phone number(s).
 - 2. The name of the college, (including year in school and anticipated graduation date).
 - 3. The level of facility access, if any, at SYSC.
 - 4. The start and end dates of attendance at the internship.
 - 5. Whether or not the intern has Title IV-E status (with information on hire date and Core Academy attendance).
 - C. Include space for notes about the intern.
 - D. The location of their internship.
 - E. The name of his/her IS.
- VI. Interns may be paid by the Division for the authorized use of their private car to carry out a function of their internship, such as travel to a meeting away from their assigned internship site/program. This does not include the intern's travel from home to the internship site.
- A. Interns must complete an alternate W-9 form and be assigned a vendor code in order to submit a travel voucher for reimbursement.
- VII. The BOLQI Training Administrator or designee will curtail, postpone or discontinue the services of an intern when substantial reasons for doing so exist. Such reasons may include, but not be limited to:
- A. Breach of confidentiality;
 - B. Unlawful conduct or breach of Division rules and regulations;
 - C. Physical or emotional illness;
 - D. Inability or unwillingness to cooperate with the Division staff;
 - E. Engaging in activities that threaten the safety, order, or security of any Division site or the safety of the intern;
 - F. Erratic, unreliable attendance;
 - G. Unsatisfactory services;

- H. Discontinuance of the service and/or program area; or
 - I. Violation of any DHHS or DCYF Policy(ies).
- VIII. Division staff has both the authority and responsibility to deny any intern access to the internship site/program whose presence is believed to jeopardize the order, security or safety of the program.
- A. If possible, the staff should notify the Supervisor, Field Administrator, Program Specialist, or Bureau Chief in charge for approval prior to taking this action.
 - B. The person taking such action will submit a written report to the BOLQI Training Administrator (or designee) outlining the circumstances and conditions that required the action.
 - C. The BOLQI Training Administrator (or designee) will affirm or rescind the action and determine the conditions of reinstatement, as appropriate.
- IX. Upon the completion of any internship:
- A. The IS's Supervisor will facilitate an exit interview with the intern and IS.
 - 1. The IS's Supervisor will meet with the intern to discuss the completion of the internship and any questions the intern has relative to the completion of the internship.
 - 2. The IS's Supervisor will meet with the IS to discuss the completion of the internship and any questions, concerns, or interest in further intern supervising opportunities.
 - B. The intern must surrender the ID to the IS's Supervisor.
 - C. The IS's Supervisor will return the ID to the District Office Manager or the Internship Program, as appropriate.
 - D. The IS's Supervisor must submit a ticket through the DoIT Help Desk to have software accounts for the intern closed.
 - E. The IS's Supervisor will complete the DCYF Internship Exit Checklist (Form 2919) and submit it to Human Resources.
- X. The Internship Program will receive feedback from Department facilitated exit surveys regarding the internship experience to provide insight to further inform the internship program and efforts for continuous quality improvement.