



2916 CANDIDATES FOR INTERNSHIPS WITH DCYF	
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 2497 , FORM 2498 , FORM 2202A , FORM 2915 , FORM 2916 , FORM 2917 , and FORM 2918 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 recruiting, and screening 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.

"Recruitment" means actions taken to identify a potential intern candidate for a specific program area.

“Screening” means the process of obtaining information regarding a potential intern candidate to include but not be limited to: background data, references, interviews, paperwork/releases, and an application.

“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. Academic programs may have students complete an internship with DCYF for the purposes of applying theories and practices they have learned, in a workplace setting.
- II. DCYF will support intern opportunities to refine the hiring, training, and retention of staff, based on the principle that experienced staff will be more satisfied and will maintain employment longer.
- III. Internships will be accepted for one semester on a part-time or full-time basis. Year long internship agreements can be made with prior approval of the school advisor (or equivalent) and the DCYF BOLQI Training Administrator (or designee).
- IV. Requests for internships may come from several different sources. It is important to refer all requests to the Internship Program website for consistency purposes.
- V. The Internship Program is responsible to plan, coordinate, and manage interns. The Internship Program will work with the Bureau Chiefs, Field Administrators, Supervisors, and Program Specialists to help assign the intern to the appropriate function and Intern Supervisor (IS).
- VI. The Internship Program staff will assist in the screening and recruiting of all interns for the Division. When requests for internship opportunities are received directly by a bureau, the bureau staff will direct the intern to the online internship portal to complete their application.
- VII. Any person of good character, who meets the definition of intern, and is at least 18 years of age, will be eligible to apply as an intern.
 - A. Interns must obtain prior approval from their advisor, professor or teacher to conduct their practicum/internship at DCYF.
 - B. Former DCYF clients may be accepted as interns subject to the same criteria that would be required if they were seeking employment with the Division.
 - C. Any person interested in interning with the Division to recruit members for another organization, group, cult, gang, or sect will not be accepted as an intern.
 - D. If rejected, an applicant will be informed of the reason(s); however, no appeal process is available to interns.
- VIII. Any potential intern candidate will follow a structured online application process.
 - A. Potential intern candidates who are seeking to complete their internship under Title IV-E or University Partnership (U.P.) must complete the Title IV-E/U.P. Internship requirements of their academic program that may include but not be limited to a formal interview and shadowing/writing process.

- B. All potential intern candidates (Title IV-E/U.P. and other) must complete the application (Form 2916) through the online internship portal, including:
 - 1. An essay regarding how the applicant has or will demonstrate a commitment to the internship, and
 - 2. Three (3) written references which may include the required letter of recommendation from the applicant's Academic Advisor.

- IX. Applications received through the internship portal that are not already assigned to an IS will be screened quarterly to determine appropriateness and necessary follow-up. The Division reserves the right to accept or deny opportunities based on resources and capacity.

- X. All interns who have been screened in through the application process will be forwarded to an internship site/program.
 - A. Each internship site/program is responsible for interviewing/meeting any intern applicants received from the Internship Program to determine the appropriateness of initiating an internship contract, prior to accepting the assignment.
 - B. The Internship Site Supervisor will facilitate the interview process, by:
 - 1. Receiving a copy of the application materials, this may include the intern's references and essay, to review with the Internship Supervisor for relevance and the intern applicant's ability to express ideas in writing.
 - 2. Following up with the intern applicant to schedule an interview or meeting as the Internship Site Supervisor sees fit, to screen the intern applicant with relation to:
 - (a) Interpersonal Relation Skills – Respect, tolerance, and awareness of other's feelings, needs, perceptions, and concerns;
 - (b) Self-awareness and Confidence – ability to identify their internal preferences, resources and limitations as they may impact their internship assignment;
 - (c) Analytic Thinking – ability to gather and use information through patterns and conceptual frameworks to make decisions;
 - (d) Adaptability – flexibility and coping skills in addressing challenges and changes;
 - (e) Observation Skills – ability to accurately articulate information with key elements and identification of inconsistencies;
 - (f) Sense of Mission – commitment to child welfare and NH's DCYF Practice Model;
 - (g) Communication Skills – listens and expresses information effectively;
 - (h) Motivation – engaged in reaching their learning objectives and the goals of the agency;

- (i) Planning and Organization – ability to use self-management and prioritize; and
 - (j) Teamwork – Shows support for others and collaborates appropriately.
 - C. The Internship Site Supervisor is responsible for following-up with the Internship Program regarding the acceptance of the intern or why the intern will not be accepted.
 - 1. Should the potential intern candidate not be accepted based on office capacity and/or staffing concerns, the intern packet must be returned to the Internship Program within 48 hours.
 - 2. Intern Applicants who are offered an intern position will be notified by the Internship Site Supervisor for the program accepting the intern and assigned an Intern Supervisor (IS) at the internship site/program.
- XI. The Internship Site Supervisor will facilitate necessary pre-internship screenings once an intern has been accepted to a program.
 - A. Pre-internship screenings include:
 - 1. Criminal Records Request (Any costs associated with such checks will be paid by the intern applicant);
 - 2. Central Registry background check through the Division for Children, Youth and Families to identify any findings of child maltreatment;
 - 3. State Registry background check through the Bureau of Elderly and Adult Services to identify any findings of adult abuse, neglect, or exploitation; and
 - 4. Submit evidence of a negative TB test (only if interning at the SYSC).
 - B. All pre-internship screenings must be mailed to the Internship Program for processing at:

DCYF Intern Program
1056 North River Road
Manchester, NH 03104
 - C. No intern should start until results of the pre-internship screening have been received.
- XII. The Internship Program Staff will submit all pre-internship screenings to the appropriate agencies to be processed and notify the Internship Site Supervisor of the results upon receipt.
- XIII. The BOLQI Training Administrator or designee maintains final approve of all interns.
- XIV. Prior to assignment and as a condition of service, each regularly scheduled intern will successfully complete an orientation appropriate to the nature of the assignment, documented on Form 2918 Intern Approval and Checklist.
 - A. All interns must attend the morning session of the DHHS Orientation training.

- B. All interns must complete the [DHHS Self-Guided Internship Policy Review](#) PowerPoint on the Intranet and the acknowledgement titled "[DHHS Internship Policy Review](#)."
- C. The IS will ensure the following is completed as part of the Division's orientation:
1. Review the Intern Program Guide (Form 2915);
 2. Inform intern of all rules and procedures relevant to their function and the DCYF Practice Model beliefs;
 3. Assure that the intern understands the term of their service and their specific tasks, responsibilities, and authority;
 4. Coordinate/facilitate access for the intern to the physical location as well as any computer systems according to DHHS Protocols;
 5. Facilitate access to the Department's and Division's policies and forms for the intern to review, and complete as identified on Form 2918.
 6. Sununu Youth Services Center Prison Rape Elimination Act (PREA) training including Form 2497 and the completed Form 2498 Intern Orientation Notice of Understanding, for SYSC internships only.
- D. Interns must meet with their assigned IS and their advisor, professor or teacher to discuss expectations for their internship. This may be accomplished in one meeting as a group, or through separate meetings as appropriate, but must include:
1. Client information and confidentiality;
 2. Number of hours to be worked each week;
 3. Weekly supervision;
 4. Daily logs when required;
 5. Participation at staff meetings;
 6. Division orientation and training; and
 7. Shadowing, independent activities (for a master's level or higher intern), and evaluation.
- E. The IS shall obtain a copy of the following documents detailing the intern's learning objectives, responsibilities, and each parties liabilities during the internship:
1. Any internship contract signed by the intern (any intern not completing a Title IV-E or U.P. internship contract must complete the DCYF Internship Contract Form 2917);
 2. The DHHS Student Internship Agreement; and
 3. The DHHS Educational Institution Internship Agreement.

- F. Photo identification cards will be issued through the Facility Administrative Manager and/or Bureau of Facilities and Assets Management staff at State Office to regularly scheduled interns. The card will include the person's name, intern status, and an expiration date.
- G. All forms completed (including Form 2917 and Form 2918), must be scanned and emailed to the Internship Program email, and the originals sent to:

DCYF Intern Program
1056 North River Road
Manchester, NH 03104

- H. The Internship Program staff and IS will maintain documentation of the orientation in the individual's intern file for the duration of the internship.

Practice Guidance

What should I do if I want to accept an intern but their criminal background check has not been returned yet?

- Unfortunately, no internship may begin until the Division has received the intern's background checks. If a staff feels that the background check should have been received and the intern's start is being impeded, the IS should email the internship program at DCYFInternships@dhhs.nh.gov to request assistance.

If a candidate's background check (criminal or central registry) is returned with information that they have been found to have committed an offense in the past what should I do?

- Conviction is not an automatic disqualifier for an internship. Each case is considered individually. Staff should engage the candidate in a conversation about the information, any implications, and their ability to perform their internship.
- If a candidate willfully omits or misrepresents information in the completion of the application it will be a basis for rejection of the application.