



State of New Hampshire
Department of Health and Human Services



Division for Children Youth and Families
Internship Program Guide

New Hampshire Department of Health and Human Services

NONDISCRIMINATION NOTICE



The State of New Hampshire, Department of Health and Human Services, does not discriminate against people because of their age, sex, race, creed, color, marital status, familial status, physical or mental disability, national origin, sexual orientation or political affiliation or belief. There will be no discrimination in accepting or providing services, or the admission or access to, or treatment or employment in, any of the Department's programs or activities.

The Controller is responsible for coordinating the civil rights compliance efforts of the Department, component offices and divisions to follow state and federal rules against discrimination. For more information, or to learn how to make a discrimination complaint, contact the Controller at 129 Pleasant Street, Concord, New Hampshire 03301; or you may telephone (603) 271-4963 (voice) or the TDD Access number: 1-800-735-2964.

The New Hampshire Department of Health and Human Services is subject to Title VI of the Civil Rights Act of 1964 (42 U.S.C., Section 2000d et. seq.); Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C., Section 794); Title IX of the Education Amendments of 1972 (20 U.S.C., Section 1681); the Age Discrimination Act of 1975 (42 U.S.C., Section 6101 et. seq.); NH RSA 354-A; and certain federal block grant statutes, including, but not limited to 42 U.S.C., Sections 300x-7, and 708, or any other provision through which the Department receives federal financial participation in its programs. These laws prohibit discrimination on the basis of age, sex, race, creed, color, marital status, familial status, physical or mental disability, national origin, sexual orientation or political affiliation or belief in federally-assisted and state funded activities. The U.S. Department of Health and Human Services' regulations under Title VI, Section 504, Title IX and the Age Discrimination Act are found at 45 C.F.R., Parts 80, 84, 86 and 91, respectively. The New Hampshire Department of Health and Human Services is further subject to the Americans with Disabilities Act of 1990 (42 U.S.C., Section 12101, et. seq.) and its implementing regulations at 28 C.F.R., Part 35.

Table of Contents

PURPOSE	1
MISSION	1
DCYF BELIEFS & EXPANDED DEFINITIONS.....	1
PROGRAM GOALS	2
APPLICATION PROCESS	3
PROGRAM STRUCTURE	3
FIELDWORK STRUCTURE AND HOURS.....	3
ORIENTATION/TRAINING	4
INTERNSHIP CONTRACT.....	4
ASSIGNMENTS AND WORKLOAD.....	4
SUPERVISION.....	5
INTERN’S RULES, RIGHTS AND RESPONSIBILITIES.....	5
RECORD CHECKS.....	5
NOTICE OF NON-DISCRIMINATION.....	5
CODE OF ETHICS.....	6
CONFIDENTIALITY	6
ATTENDANCE, SICK/SNOW DAYS, AND ABSENCES	6
SAFETY POLICIES AND PROCEDURES	7
HEALTH INFORMATION.....	7
TRAVEL.....	7
RECORD RETENTION	7
DISPUTE RESOLUTION	7
TERMINATION.....	8
DISASTER PREPAREDNESS	8
TARGETED INTERNSHIP OPPORTUNITIES	9
Benefits to DCYF	10
Benefits to Existing Staff.....	10
Benefits to Prospective Staff.....	10
APPENDICES	13

Form 2916 DCYF Internship Application	14
Form 2917 DCYF Internship Contract	24
Form 2918 Intern Approval and Checklist	26
Form 2919 Internship Exit Checklist.....	27
DCYF Policy 2916 Candidates for Internships with DCYF.....	28
DCYF Policy 2917 Managing DCYF Internships	34
DCYF Policy 1051 Professionalism and Ethics	39
Form 2202A DCYF Central Registry Name Search Authorization: Release of Information to Third Party	53
Form 2202B DCYF Central Registry Name Search Authorization: Sununu Youth Services Center – Contractor Release	54
Form 2187 SYSC Intern/Volunteer Pamphlet: PREA.....	55
Form 2188 SYSC Intern/Volunteer Notice of Understanding.....	57
DHHS Code of Ethics Policy.....	58
DHHS Confidentiality Policy	61
DHHS Non-Discrimination Policy (Spanish).....	62
DHHS Drug-Free Workplace Policy	63
DHHS Safety and Security in the Workplace Policy.....	64
DHHS Domestic Violence in the Workplace Policy	70
DOIT Computer Use Agreement	73
DHHS BEAS State Registry Consent Form	81
NH Criminal Records Release Authorization Form	82



PURPOSE

The purpose of this DCYF Internship Program guide is to put forth the major processes and procedures for the Division for Children, Youth and Families (DCYF) Internship Program, and to identify the rights and responsibilities of the Division, prospective educational institutions, and interns.

MISSION

The mission of the Division for Children, Youth and Families Internship Program is to provide internship opportunities for undergraduate students of four year programs or graduate students in New Hampshire who are enrolled in human/social services or criminal justice related programs to promote a greater understanding of DCYF, provide learning experiences for students, and assist in recruiting staff with basic knowledge of the child development, child welfare, and juvenile justice fields. The DCYF Internship Program provides opportunities for interns/potential future employees to work effectively with diverse individuals, families, groups, organizations, and community stakeholders within the DCYF community.

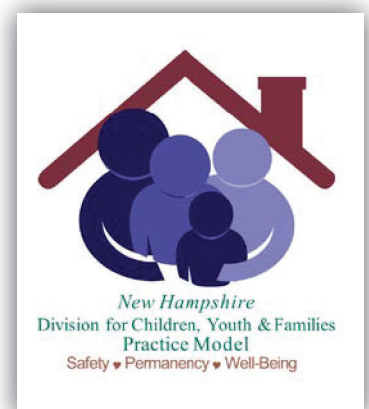
DCYF BELIEFS & EXPANDED DEFINITIONS

Everyone deserves to be safe.

Safety is paramount to DCYF. We recognize that true safety extends beyond the physical sense and must include emotional safety as well. The culture of safety extends beyond those children, youth and families that we serve to include victims, communities and employees.

All children and youth need and deserve permanency.

DCYF is responsible for partnering with families and communities to promote a safe, stable, and permanent family or lasting connection for every child or youth in the timeliest way possible. A permanent, unconditional relationship with a nurturing caregiver is important to establish the foundation for a child's healthy development.



Everyone needs and deserves a life of well-being.

DCYF believes that well-being includes a healthy mind, body and spirit, as well as life experiences that foster a sense of hopefulness for the future. In addition to offering an array of services that promote opportunities for families to meet their basic needs, DCYF helps to facilitate connections to family, communities and culture.

Everyone deserves to be treated with courtesy and respect.

DCYF recognizes that families are knowledgeable about their own lives and support them within the context of their own family rules, traditions, values and culture when safe. We engage and work collaboratively with colleagues, children, youth, families and communities with honesty and professionalism. Confidentiality and professional boundaries are always maintained, and staffs represent the division in a respectful and professional manner.

Prevention reduces child abuse, neglect and delinquency and promotes safety for children, youth, families and communities.

DCYF develops supports and engages in diverse prevention activities in partnership with families and communities to build protective factors.

All children, youth and families have strengths.

DCYF recognizes that families and individuals can make positive changes in their lives. We help families identify and build their strengths. We utilize a team approach with children, youth, families and community partners to help families provide for their own safety, permanency and well-being.

All children and youth belong with family.

DCYF engages with families and communities to safely maintain children and youth in their homes. We recognize that family extends beyond birth relatives and we support those relationships. We promote and facilitate family contact and communication when children and youth are living outside of their homes.

PROGRAM GOALS

As DCYF continues to strive to be a learning organization, the Division's efforts have expanded to include the DCYF Internship Program. DCYF recognizes the benefits of working with motivated students of higher education, which in turn lends to the Division hiring highly skilled new staff with some DCYF experience. The DCYF Internship program goals were developed in response to the Divisions' ongoing recruitment and retention efforts to hire a highly skilled and educated workforce. The primary goal of this program is to provide quality internship experience to prepare upcoming graduates for potential DCYF employment that is consistent with the DCYF Internship

Program Mission. Some objectives toward this goal are:

1. To prepare interns with the knowledge, values and skills for effective DCYF practice as it relates to the New Hampshire Practice Model
2. To prepare interns to practice independently with specific DCYF populations, and
3. To prepare interns to analyze and apply knowledge about the contexts of specific DCYF practices, the changing nature of those contexts, the behavior and culture of the organization and the dynamics of this learning organization

APPLICATION PROCESS

To apply for an internship opportunity within the DCYF Internship program, applicants must complete the following:

1. DCYF Internship Application - completed either electronically at: DCYF Online Internship Application or via paper application (located in Appendices)
2. In-person interview with interested supervisors (applicant will be contacted for such, if applicable, once they have completed the Internship Application and are deemed potentially eligible)
3. Completion of record checks - one NH criminal background check, and two registry checks related to child abuse/neglect and adult abuse/neglect.

PROGRAM STRUCTURE

The DCYF Internship Program offers a variety of experiences throughout the Division's bureaus including locations statewide at district offices, the Division's state offices, as well as at the secure detention facility, the Sununu Youth Services Center (SYSC) on the Youth Development Center (YDC) campus in Manchester, NH. The program offers opportunities consistent with the educational institution's requirements for both full-and part-time commitments to locations.



FIELDWORK STRUCTURE AND HOURS

The DCYF Internship Program makes reasonable attempts to accommodate intern needs for scheduling; however, it is the intern's responsibility to clearly articulate the conditions of their

internship (i.e. hours needed in the field/direct contact, supervision requirements, etc.) to DCYF prior to both parties' acceptance of an internship to ensure requirements can be met. Internship hours may or may not be available during the evenings and weekends, depending on the location of the Internship site. Reliable and punctual attendance is required. It is the intern's responsibility to keep track of and document their hours, and present them to their Internship Supervisor for verification.

ORIENTATION/TRAINING

Internship Supervisors have the responsibility to orient interns to their specific internship responsibilities according to their learning contract which is developed in collaboration with the intern and DCYF, as well as mandatory and optional training opportunities within the Division based on educational institutional requirements, agency contract requirements, and the discretion of the Internship Supervisor. The DCYF Logs can be utilized as a resource for Division and local office orientation.



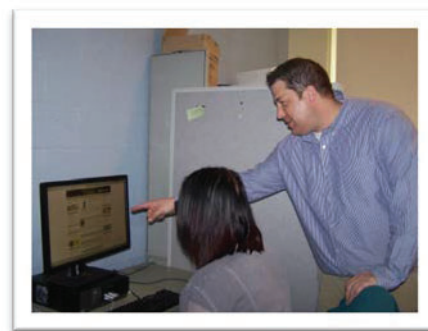
Mentoring

INTERNSHIP CONTRACT

Upon request, DCYF will provide the intern with an individualized Internship Contract, in conjunction with specifics needed to be incorporated per the intern's educational institution's internship requirements and guidelines. However, the intern is responsible for providing DCYF with the information needed for this, including any necessary forms that the intern's educational institution needs completed. If the intern has a mandated individualized learning contract from their educational institution that must be utilized, this may be sufficient enough to utilize in lieu of a DCYF Internship Contract.

ASSIGNMENTS AND WORKLOAD

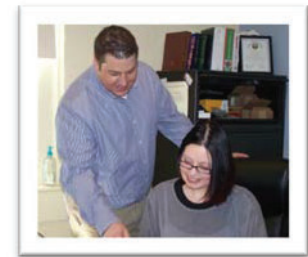
Internship placement offers the intern student an opportunity to apply theories and practices they have identified in the academic setting. The Division recognizes that some educational institutions and their academic programs and internship requirements may differ, as some are more formal and structured than others; however, we all want a relevant and meaningful learning experience for intern students. The



intern's Internship Supervisor will collaborate with the intern prior to, and in an ongoing fashion, to determine assignments and workload. These will be in conjunction with the intern's internship requirements, as well as providing interns with a varied and diverse amount of experience and opportunities. As referenced in the Program Structure section, some possible assignment locations could be any DHHS office, DCYF district office, or SYSC/YDC. DCYF will work with interns and their educational institutions to accommodate for on-site visits, documentation requests, etc. as needed for the intern's internship requirements with their educational institution.

SUPERVISION

The DCYF Internship Supervisor for each intern will provide the intern with supervision as needed, per the intern's individual or learning contract. If the intern feels they require more supervision than is minimally required, it is their responsibility to inform their supervisor of this. DCYF will make reasonable accommodations to ensure interns feel adequately supervised.



INTERN'S RULES, RIGHTS AND RESPONSIBILITIES

It is the intern's responsibility to complete all DHHS/DCYF applications, paperwork for record checks, and any applicable placement or other forms by the established deadline. The intern must also follow through on any in-person and/or telephone interviews as needed for the selection process. It is the intern's responsibility to obtain disability services from their educational institution, if necessary. Accommodations can only be made if there is a verified plan in place.

RECORD CHECKS

Prior to the start and placement of any internship with DCYF, three sets of record checks need to be completed and returned to DCYF. These include: one NH criminal background check, and two registry checks related to child abuse/neglect and adult abuse/neglect. DCYF is responsible for processing these checks once the intern has completed the appropriate paperwork. Depending on the results of these checks, this may lead to a placement being denied. Interns who have any concerns should contact their educational institution. A copy of the Record Checks policy can be found on the DHHS Intranet in the policies and procedures section of the DCYF policies.

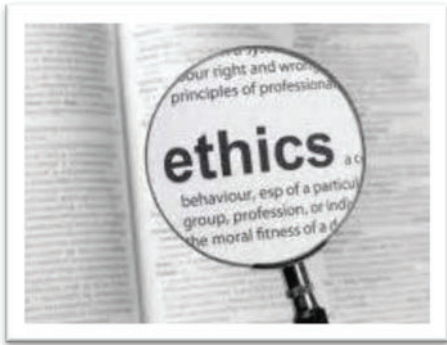
NOTICE OF NON-DISCRIMINATION

The Division for Children, Youth and Families is a public institution with a long-standing

commitment to equal opportunity for all. The Division abides by all Department of Health and Human Service policies regarding non-discrimination. The non-discrimination policy can be found on the DHHS Intranet in the policies and procedures section of the DCYF policies.

CODE OF ETHICS

All intern students are expected to follow the DHHS Code of Ethics as well as their educational institution's Student's Rights, Rules and Responsibilities policies. The intern must present



themselves in a professional, respectful manner at all times. This includes adherence to the internship site professional ethics policies and dress code. Internship Supervisors will review these with the intern prior to placement. A copy of the Code of Ethics can be found on the DHHS Intranet in the policies and procedures section. All interns will have an opportunity to discuss any questions that they may have about the code and then sign a statement that they agree to be bound by its provision.

CONFIDENTIALITY

The Division for Children, Youth and Families has a responsibility to protect all confidential information and records within their control and for releasing information only to authorized agencies or individuals as provided for by law, rules, and regulations. The DCYF Internship Program and participants abide by all Department of Health and Human Services policies regarding confidentiality. A copy of the [Confidentiality policy](#) can be found on the DHHS Intranet in the policies and procedures section of the DCYF policies.

ATTENDANCE, SICK/SNOW DAYS, AND ABSENCES

As previously stated, interns are responsible for providing documentation to the Internship Supervisor and their educational institution to verify their attendance/participation in their internship. In the nature of an emergency or illness, it is the intern's responsibility to notify both their Intern supervisor and their educational institution. In the case of a prolonged absence, the intern should immediately notify his/her educational institution so that plans can be made to address this problem. If DCYF or the Internship site is closed for snow days or other emergencies, interns are not expected to go to their internships. The Internship Supervisor will notify the interns of any closures.



SAFETY POLICIES AND PROCEDURES

The Division will provide the intern with access to all policies and procedures regarding safety in the workplace and in the field. These can be found via the DHHS Intranet in the policies and procedures section of the DCYF policies. Internship Supervisors will also ensure the intern is aware of these safety policies prior to direct client interaction. This should include at a minimum, but not be limited to, discussion of safety issues in the community, within the Division building(s), and with particular clients prone to violent behavior. Security of personal belongings and procedures for the intern to follow in the event of a safety or security problem will also be reviewed. A copy of the [Safety and Security in the Workplace](#) policy can be found on the DHHS Intranet in the policies and procedures section of the DCYF policies.

HEALTH INFORMATION

In some settings, (e.g., medical, residential, clinics, and schools) interns may be required to show evidence of inoculations or other health records. This should be discussed at placement interviews. Interns who have any concerns should contact their educational institution.



TRAVEL

Interns are responsible for traveling to and from their field internship placement sites. The field placement sites may also require travel during the internship day as part of interns' tasks. DCYF will reimburse for mileage, if travel is required from the internship placement site as part of the internship duties. Interns will not provide transportation to clients nor be required to do so, due to liability purposes.

RECORD RETENTION

DCYF shall maintain all internship records for five years, in accordance with DHHS protocol.

DISPUTE RESOLUTION

DCYF recognizes that at times, serious issues or problems may arise that need to be addressed. DCYF will inform the intern of any concerns as such and any applicable parties at the intern's educational institution if necessary. DCYF will attempt to work with the intern to correct any issues or problems, within reason.

TERMINATION

Any intern suspected of any forms of dishonesty including, but not limited to, plagiarism, cheating, furnishing false information to DCYF, theft, physical abuse, or any other unethical or abusive behavior may have their internship terminated at the discretion of DCYF. Criteria for termination include, but are not limited to, the following:

1. Failure to meet generally accepted standards of professional and intern conduct, failure to adhere to the DCYF ethics code, and failure to adhere to the DCYF Confidentiality Policy.
2. Persistent inappropriate or unprofessional behavior toward clients, colleagues, DHHS/DCYF, Internship Supervisor, and in the field.
3. Mutual termination due to exigent, personal or unforeseen circumstances.

DISASTER PREPAREDNESS

The Division will provide the intern with access to the DCYF Disaster Response Plan and the District Office Response Trees to familiarize them with the procedures to follow in the event of a disaster.

TARGETED INTERNSHIP OPPORTUNITIES

The mission of the Division for Children Youth and Families Internship Program is to provide internship opportunities for undergraduates of four year programs or graduate students in social services or criminal justice related programs in New Hampshire to promote a greater understanding of DCYF, to provide learning experiences for students, and to assist in recruiting staff with basic knowledge of the child development, child welfare and juvenile justice field.

Division for
**Children, Youth
& Families**



The DCYF Internship Program offers a variety of experiences throughout the Division's Bureaus including locations statewide at District Offices, the Division's State Offices, as well as at the secure treatment and detention Sununu Youth Services Center in Manchester NH. The program offers opportunities consistent with the educational institution's requirements for both full-and part-time commitments.

Consistent with this mission, DCYF invests in several specific educational programs available to current and prospective employees. Through DCYF's Education Tuition Partnership Program (ETP), partnerships with the Departments of Social Work at two University System of New Hampshire Schools, Plymouth State University and the University of New Hampshire, DCYF supports up to eight current and/or potential employees annually for one to two years of their college education to obtain a Bachelor of Social Work degree or a Master's Degree in Social Work. Participants are selected through a competitive screening process. Once chosen, they receive in-state tuition and fees, as well as stipend for books and incidentals related to their education. This monetary contribution toward education is paid back through required work commitment with DCYF. The programs have continued to produce new staff with the depth and breadth of knowledge necessary for a successful career in DCYF. Further, they have expanded the knowledge and skills of seasoned staff to enable them to take on leadership roles within the Division or contribute to the work at a different level.

As an additional workforce development strategy, beginning in the fall of 2014, and each year through academic year 2018-2019, the University of New Hampshire, in collaboration with DCYF, was awarded a National Child Welfare Workforce Institute grant to support up to five University Partnership (UP) Program Trainees. Similar to the ETP program, current or potential DCYF staffs have the opportunity to enroll and be accepted as Social Work students to focus their education and future employment in the area of Child Welfare. However, a focus of these students will be on evidence-based practice models, data-driven decision-making, and leadership skills. In this way, the University Partnership (UP) Program at the University of New Hampshire will enhance NH

DCYF's child welfare workforce in these critical identified need areas.

The primary goal of the Internship program is to provide a quality educational experience to prepare graduates for potential or continuing DCYF employment consistent with the purposes of the overall DCYF Mission and Practice Model, and to benefit the Division with overall movement toward Division goals. Some specific benefits to the Division, staff and prospective staff are described below.

Benefits to DCYF

- Recruitment of invested, qualified, well-educated staff
- Infusion of new ideas from Child Welfare field into Division practice
- Retention of existing staff who are interested in pursuing professional development/career enhancement
- Preparation of existing staff for leadership or specialty roles, into which they bring the benefit of their existing experience in the Division
- Opportunities to use interns to support some operational needs
- Overall partnership with universities that allows for community education and broad recruitment

Benefits to Existing Staff

- Funding for tuition & stipend
- Possible flexible schedule to allow for course/internship requirements
- Coursework approved to meet annual training requirements
- Internship placement opportunities within DCYF
- Coordination/support of internship program by DCYF Administrative staff
- Enhanced skills and knowledge in areas that are identified as Division priorities (UP)

Benefits to Prospective Staff

- Funding for tuition & stipend
- Internship placement opportunities within DCYF
- Coordination/support of internship program by DCYF Administrative staff
- Enhanced skills and knowledge in areas that are identified as Division priorities (UP)
- Job placement at DCYF following graduation
- Increased and targeted preparation to enter the Child Welfare field

Specific to internship opportunities for existing DCYF staff pursuing degrees in Social Work through these programs, in order to maximize the Division's benefit as well as the employee's enhanced learning, both the Division and the employee must contribute to this experience. Therefore the following parameters have been put in place for the coordination of internships in these programs for existing DCYF staff:

1. All existing staff wishing to participate in either the Title IV-E or the UP programs will require the recommendation of their direct Supervisor and Field Administrator.
2. Staff must develop a work plan that describes how they will accomplish both their educational and work requirements. This plan must include what their anticipated internship projects will be within the Division, and how they anticipate these projects and other activities will meet the internship hour requirements. This work plan must be approved by the staff member's Supervisor, the BOLQI Training Administrator, and the appropriate university faculty member.
3. Staff must be in "good standing" with the Division to include no recent, pending or anticipated disciplinary action and satisfactory performance evaluation, and currently demonstrating an ability to effectively manage a typical caseload/workload.
4. Priority will be given to staff with at least two years' experience in their current positions.
5. The employees' current office/unit workload and vacancy rate will be considered and office needs will take priority before recommendations are made. The Division reserves the right to limit the number of employee internship "slots" in any given year, in order to ensure sufficient workload coverage.
6. The student employee will not be required to meet the usual annual training requirements for their position while they are participating in coursework or internship activities, as those activities will serve to meet their continuing training requirements. It is the expectation that the student employee will not be approved to attend other trainings during this time, with the exception of mandatory trainings for their position.
7. Student employees who receive internship hours for working on projects in their current positions may not be able to use those hours as "professional experience" for certification purposes if applying for future state employment opportunities, as internship hours cannot qualify as "professional experience."
8. For UP Internships for the UNH University Partnership Trainees who are DCYF employees:
 - a. The Division may allow the employee to spend up to five hours/week of their scheduled work time toward their internship activities, in lieu of training that they may otherwise be attending during those hours (considering #5 above as well).
 - b. 1st internship (16 hours per week): During the BSSW or MSW student employee's 1st internship, the student will follow the traditional nine month internship model at UNH. Student employees will be concurrently in their internships and the UNH Field I and

Field II seminars (offered fall and spring traditionally).

- c. 2nd internship (traditionally 24 hours a week): The student employee may request permission to complete their 2nd MSW internship requirements using an extended time model that generally reflects the university's advanced standing calendar (adding May-August prior to the traditional start of the 2nd internship). This approach would also utilize university vacation periods, in order to reduce the number of weekly hours required for the 2nd MSW internship. The student must still complete the expected total number of 2nd year internship hours and must enroll in an Independent Study of the Field Seminar with a member of the UNH UP faculty for any period in which their MSW cohort is not in a field seminar course. For example, a student employee may request permission to begin a field placement in May and concurrently enroll in an independent study for Field Seminar until September when other students in the 2nd internship cohort all begin their Field III seminar course. **Please note that in this circumstance, the UP grant may not be available to pay for some portions of coursework that occur outside of the typical internship schedule, and the student may need to pay for this coursework independently.

APPENDICES

Form 2916 DCYF Internship Application

Form 2917 DCYF Internship Contract

Form 2918 Intern Approval and Checklist

Form 2919 Internship Exit Checklist

DCYF Policy 2916 Candidates for Internships with DCYF

DCYF Policy 2917 Managing DCYF Internships

DCYF Policy 1051 Professionalism and Ethics

Form 2202A DCYF Central Registry Name Search Authorization: Release of Information to Third Party

Form 2202B DCYF Central Registry Name Search Authorization: Sununu Youth Services Center – Contractor Release

Form 2187 SYSC Intern/Volunteer Pamphlet: PREA

Form 2188 SYSC Intern/Volunteer Notice of Understanding

DHHS Code of Ethics Policy

DHHS Confidentiality Policy

DHHS Non-Discrimination Policy (Spanish)

DHHS Drug-Free Workplace Policy

DHHS Safety and Security in the Workplace Policy

DHHS Domestic Violence in the Workplace Policy

DOIT Computer Use Agreement

DHHS BEAS State Registry Consent Form

NH Criminal Records Release Authorization Form

DCYF Internship Application

The New Hampshire Department of Health and Human Services, Division for Children, Youth and Families provides internship opportunities for undergraduates of four year programs or graduate students in social services or criminal justice related programs in New Hampshire to promote a greater understanding of DCYF, to provide learning experiences for students, and to assist in recruiting staff with basic knowledge of the child development, child welfare and juvenile justice field.

Internship placement offers the students an opportunity to apply theories and practices they have identified in the academic setting. Some schools are more formal and structured than others; however, all want a learning experience for their students and require some documentation from the students and the placement site.

Essential steps in the selection process:

An application must be completed by the student;

Three written references must be provided, and Interviews of eligible* applicants will be held by interested Supervisors.

If selected:

Forms will be completed to include, but are not limited to, checks of the State's Abuse and Neglect Central Registries and Criminal Records;

Notification of acceptance will be made by the supervisor(s) in the program area requested, and

A contract between the intern and Division supervisor will be completed and submitted.

The application process consists of written and oral components. The applicant must be at least eighteen years of age. A photo ID and a letter of recommendation from your Academic Advisor or the head of the Department will be required at the time of an interview, which may be utilized as one of the written references. The application form includes requests for an essay and the written references. In addition, you must indicate whether you have ever been the subject of a protective investigation or convicted of a crime, or are the subject of a protective order. None of these alone disqualifies anyone from consideration; however, you must be prepared to discuss the issues and the impact to the potential internship.

Thank you for your interest in an internship with the Division.

(*Eligible applicants are defined as those applicants who have passed the prescreening process and will be interviewed for potential placement. Those not eligible will be notified of their non-eligible status.)

1. Please tell us about yourself. (Personal Information - Please note multiple contact phone numbers and addresses are requested for follow up contact beyond the internship.)

Today's Date

Name (include first, middle initial,last)

Are you at least 18 years of age or older? (Yes,No)

Expected Graduation Date

Present Address

Permanent Address (if different)

Mobile Phone Number

Home Phone Number (if different)

Home email address

School email address

2. Please tell us about yourself. (School Information)

Degree Type - Undergraduate or Graduate

In what degree program are you enrolled

Educational Institution

Academic Advisor Name

Academic Advisor's Phone Number

For what period of time are you looking for placement? (from and to)

How many total hours are required for your internship?

How many hours per week are required for your internship?

DCYF Internship Application

* 3. NH DCYF has a belief that all families have strengths and that children/youth belong with their families. Please describe what this means to you.

* 4. Please describe a time when you've had competing priorities and how you have prioritized where to start.

* 5. In this scenario, you have gone to a restaurant with friends. You observe and overhear someone speaking (in a public area) about a parent and/or youth that the division is working with and about their case. What do you do?

6. Have you already spoken with a DCYF representative about your internship?

No, I am applying for the first time through this application

Yes. (Please include the name of the DCYF representative and office location.)

7. Please indicate the one area of practice you are interested in:

- Child Development/HeadStart (State Office Concord Only)
- Sununu Youth Services Center (Graduate level/Clinical) (Secure Facility) (Manchester location)
- Sununu Youth Services Center (Undergraduate/Non clinical level) (Secure facility) (Manchester Only)
- Juvenile Probation and Parole
- Child Protection
- Macro level practice (prevention, data, training, policy, quality improvement, foster care, adoption, fiscal)

DCYF Internship Application

* 8. Please note that working in either the Child Development Bureau or Headstart is a systems look at practice and there is no direct care of children in this internship. Parts of this internship include drafting and editing documents with federal guidelines or state regulations. Please comment on your ability to complete this task as well as your feeling about learning a state system where going to meetings and looking at a higher macro level of practice will be.

9. Please choose a maximum of three offices you are interested in for Juvenile Justice Work:

- | | | |
|------------------------------------|--------------------------------------|---|
| <input type="checkbox"/> Berlin | <input type="checkbox"/> Keene | <input type="checkbox"/> Milford |
| <input type="checkbox"/> Claremont | <input type="checkbox"/> Laconia | <input type="checkbox"/> Plymouth |
| <input type="checkbox"/> Concord | <input type="checkbox"/> Lebanon | <input type="checkbox"/> Rochester |
| <input type="checkbox"/> Conway | <input type="checkbox"/> Littleton | <input type="checkbox"/> Salem |
| <input type="checkbox"/> Dover | <input type="checkbox"/> Londonderry | <input type="checkbox"/> Seacoast |
| <input type="checkbox"/> Franklin | <input type="checkbox"/> Manchester | <input type="checkbox"/> Southern |
| <input type="checkbox"/> Goffstown | <input type="checkbox"/> Merrimack | <input type="checkbox"/> State Office (Concord or Manchester) |

DCYF Internship Application

10. Please choose a maximum of three offices you are interested in for Child Protection Work:

- | | | |
|------------------------------------|-------------------------------------|---|
| <input type="checkbox"/> Berlin | <input type="checkbox"/> Keene | <input type="checkbox"/> Rochester |
| <input type="checkbox"/> Claremont | <input type="checkbox"/> Laconia | <input type="checkbox"/> Seacoast |
| <input type="checkbox"/> Concord | <input type="checkbox"/> Littleton | <input type="checkbox"/> Southern |
| <input type="checkbox"/> Conway | <input type="checkbox"/> Manchester | <input type="checkbox"/> State Office (Concord) |

* 11. What are your thoughts about working with a parent who has abused and/or neglected their child?

* 12. Please view this link for the Child Protective Services Worker Realistic Job Preview.

http://www.dhhs.nh.gov/media/av/realisticjobpreview_cpsw.htm

Please take a minute to comment on your viewpoint of this job preview.

DCYF Internship Application

* 13. Please view this link for the Youth Counselor Realistic Job Preview.

http://www.dhhs.nh.gov/media/av/realisticjobpreview_yc.htm

Please take a minute to comment on your viewpoint of this job preview.

* 14. For Clinical/Graduate level internship applications, please describe what theoretical orientation(s) inform your view of therapy. Please speak to the strengths and challenges of working with both male and female youth as it relates to human development and the adolescent phase and describe your understanding of professional boundaries working with this population and any associated successes and challenges by including an example if you have one. (Please answer "Not Applicable" if applying as an undergraduate non clinical candidate.)

DCYF Internship Application

15. Please tell us about your employment and/or volunteer history. There is space for your most recent three employers/agencies.

Employer/Agency	<input type="text"/>
Dates	<input type="text"/>
Description of Duties	<input type="text"/>
Employer/Agency	<input type="text"/>
Dates	<input type="text"/>
Description of Duties	<input type="text"/>
Employer/Agency	<input type="text"/>
Dates	<input type="text"/>
Description of Duties	<input type="text"/>

16. In what language(s) do you speak fluently? Please select all that apply.

- | | | |
|---|-----------------------------------|-------------------------------------|
| <input type="checkbox"/> American Sign Language | <input type="checkbox"/> Greek | <input type="checkbox"/> Portuguese |
| <input type="checkbox"/> Arabic | <input type="checkbox"/> Gujarati | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Armenian | <input type="checkbox"/> Hindi | <input type="checkbox"/> Spanish |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> Italian | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> English | <input type="checkbox"/> Japanese | <input type="checkbox"/> Urdu |
| <input type="checkbox"/> French | <input type="checkbox"/> Korean | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> French Creole | <input type="checkbox"/> Persian | |
| <input type="checkbox"/> German | <input type="checkbox"/> Polish | |

17. In what language do you write fluently? Please select all that apply.

- | | | |
|--|-----------------------------------|-------------------------------------|
| <input type="checkbox"/> Arabic | <input type="checkbox"/> Greek | <input type="checkbox"/> Portuguese |
| <input type="checkbox"/> Armenian | <input type="checkbox"/> Gujarati | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Braille | <input type="checkbox"/> Hindi | <input type="checkbox"/> Spanish |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> Italian | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> English | <input type="checkbox"/> Japanese | <input type="checkbox"/> Urdu |
| <input type="checkbox"/> French | <input type="checkbox"/> Korean | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> French Creole | <input type="checkbox"/> Persian | |
| <input type="checkbox"/> German | <input type="checkbox"/> Polish | |

DCYF Internship Application

This section asks questions about your background related to abuse and neglect and criminal activities as it relates to this work. Please answer the questions below related to your background and provide details to any questions answered 'Yes'.

Please compose an essay in the space given which describes how you have or would demonstrate a commitment to this internship. Please include your career goals, strengths and weaknesses, and the skills you would like to acquire or enhance through this field experience. Please be concise.

Please also provide three written references. Be sure to include the addresses and contact information of three non-related individuals who have known you for more than two years and can attest to your character, work ethic, and/or ability to work with children/youth and families. Your Academic Advisor may also be contacted (and can be included in these references). This information needs to be labeled with your information and can be collected and mailed to:

**DCYF Internships
1056 River Road
Manchester NH 03104**

- * 18. Please compose an essay in the space given which describes how you have or would demonstrate a commitment to this internship. Please include your career goals, strengths and weaknesses, and the skills you would like to acquire or enhance through this field experience. Please be concise.

DCYF Internship Application

* 19. Have you ever been convicted of a misdemeanor or a felony?

- No
- Yes. Please give date(s), Location(s), and the outcome(s)

* 20. Do you currently have any protective orders in place in your name?

- No
- Yes. Please give date(s), Location(s), and the outcome(s). Please specify any safety concerns related to you and/or your family.

* 21. Have you ever been the subject of an investigation by Child or Adult Protective Services in this or another state for suspected neglect or abuse of an adult or a child?

- No
- Yes. Please give date(s), Location(s), and the outcome(s)



DCYF INTERNSHIP CONTRACT

Applicant Name: _____ Date: _____
 Phone Number: _____ Email Address: _____
 Address: _____
 Major: _____ School: _____
 Anticipated Graduation Date: _____ Clinical Non-clinical Title IV-E Non-Title IV-E

Bureau: _____ Phone _____
 Unit: (if applicable) _____ Fax Number _____
 Address _____
 City/Town _____ State _____ Zip _____
 Supervisor _____ Title _____

Internship Title and Description of Duties (Please be specific and thorough) _____

Date Internship Begins _____ Date Internship Ends _____ Min. Hrs./Week _____ Total Hrs./Semester _____
 Intern's Hours Per Day: Sun. Mon. Tue. Wed. Thu. Fri. Sat.

This contract defines and establishes the duties and responsibilities of the Intern and the Agency Supervisor. (A school contract can be substituted for the below section)

Learning Outcomes of the Internship

- A. Tasks and responsibilities to be completed by the student during the internship:

- B. Tasks and responsibilities to be completed by the Internship Supervisor during the internship:

- C. Educational goals:

- D. Professional goals:

- E. Personal goals:

FACULTY SPONSOR:

Faculty Sponsor _____ Phone _____
Major Granting Credit _____ Email _____

I support the student intern and the internship’s established goals.

Faculty Sponsor Signature

Date

STUDENT’S TERMS OF INTERNSHIP

- I will fulfill the tasks and responsibilities assigned by my site supervisor and outlined in this learning agreement and in Form 2918, Intern Approval and Checklist.
- I will conduct myself in a professional and ethical manner at all times.
- As an intern with the Division for Children, Youth and Families, I will treat all knowledge, information, and material gained through my work assignment so as to protect the confidentiality, as defined in the DHHS Confidentiality Policy.
- I understand that the awarding of an internship does not guarantee or imply any future employment opportunities with the Division.
- I understand my grade will be based, in part, on evaluations by my on-site supervisor and any assignments imposed on me by my faculty internship sponsor, who will be a faculty member from the educational institution in which I am receiving credit.

I have read, understand and agree to abide by the guidelines described above if awarded an internship with the Division for Children, Youth and Families.

Student Signature

Date

ON-SITE INTERNSHIP SUPERVISOR RESPONSIBILITIES

- I understand that I will oversee the internship assignment and ensure proposed learning outcomes are reasonable expectations for the internship.
- I will comply with all federal and state statues regarding nondiscrimination. The New Hampshire Department of Health and Human Services is subject to: Title VI of the Civil Rights Act of 1964 (42 U.S.C., Section 2000d et. seq.);Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C., Section 794); Title IX of the Education Amendments of 1972 (20 U.S.C., Section 1681); the Age Discrimination Act of 1975 (42 U.S.C., Section 6101 et. seq.); NH RSA 354-A; and certain federal block grant statutes, including, but not limited to 42 U.S.C., Sections 300x-7, and 708, or any other provision through which the Department receives federal financial participation in its programs. These laws prohibit discrimination on the basis of age, sex, race, creed, color, marital status, familial status, physical or mental disability, national origin, sexual orientation or political affiliation or belief in federally-assisted and state funded activities. The U.S. Department of Health and Human Services’ regulations under Title VI, Section 504, Title IX and the Age Discrimination Act are found at 45 C.F.R., Parts 80, 84, 86 and 91, respectively. The New Hampshire Department of Health and Human Services is further subject to the Americans with Disabilities Act of 1990 (42 U.S.C., Section 12101, et. seq.) and its implementing regulations at 28 C.F.R., Part 35.
- I will provide the student with supervision, training, and resources necessary to perform the assigned tasks and be in compliance with the intern’s required internship hours.
- I understand I will provide a written evaluation of the student in accordance with the guidelines of the educational institution.

Internship Supervisor Signature

Date



**INTERN APPROVAL and CHECKLIST
 DIVISION FOR CHILDREN, YOUTH & FAMILIES**

Name of Intern _____
 Intern Supervisor _____
 Office/Facility Location _____
 Period of Placement from _____ to _____
 Reason End Service _____

I have completed the following and have been accepted as an intern for DCYF:

Application Completed (N/A for IV-E and UP)	Yes <input type="checkbox"/>	N/A <input type="checkbox"/>	Date _____
Central Registry Release	Yes <input type="checkbox"/>		Date _____
BEAS State Registry Release	Yes <input type="checkbox"/>		Date _____
Criminal Records Authorization	Yes <input type="checkbox"/>		Date _____
TB shot (SYSC only)	Yes <input type="checkbox"/>	N/A <input type="checkbox"/>	Date _____
Self-Guided Policy Review	Yes <input type="checkbox"/>		Date _____

I have reviewed, understand and agree to abide by the following

- The Department of Health and Human Services Confidentiality Policy
- The DOIT Computer Use Agreement
- The Division for Children, Youth and Families Professionalism and Ethics Policy
- I have completed the DCYF Internship Contract
- I have completed the DHHS Student Internship Agreement and/or the DHHS Educational Institution Internship Agreement and provided a copy.
- I have read, understood and completed all required forms regarding Prison Rape Elimination Act (PREA) (*for SYSC only)
- I have completed a Consent to Search (*SYSC only)

 Signature of Student Intern

 Date

Checklist:

DCYF Intern Policy Item 2916 and 2917 provided for review_	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>	Date _____
Bridges Access Form (IV-E & UP Only) Sent	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>	Date _____
Building Access Form Sent (if applicable)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>	Date _____
Outlook Access Form Sent (if applicable)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>	Date _____
Proof of Car Insurance (Only for Completed Alt W-9, if applicable)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>	Date _____
Alt W-9 Completed (if applicable)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>	Date _____
Reviewed RJP (Only for SYSC or CPS)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>	Date _____



**INTERNSHIP EXIT CHECKLIST
 DIVISION FOR CHILDREN, YOUTH & FAMILIES**

Intern Name: _____
 Intern Email: _____
 Intern Supervisor: _____ Internship Location: _____
 Last Day of Internship: _____

Items to be Returned by the Intern to Supervisor:

- Key(s) – Building/Office/Desk/Filing Cabinet¹
- Picture ID Badge²
- Building Access Cardkey²
- Computer – Disks/Laptop/Other PC related equipment³
- Other _____
-

Other Procedures to Follow:


- Provide Supervisor with password to voicemail⁴
- Make Intern aware of the DHHS Exit Survey
- Generate ticket with DoIT Help Desk for account deletions and data access

Intern Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Copy Forwarded to Bureau of Human Resource Management: _____ Date: _____

1 Items to be forwarded to facility contact person
 2 To be forwarded to Bureau of Facilities & Assets Management
 3 To be communicated to Office of Information Technology
 4 Supervisor to contact NH Support Center for computer system access termination

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 Approved: Effective Date: March 2017 Scheduled Review Date: Lorraine Bartlett, DCYF Director</p>	
Related Statute(s): Related Admin Rule(s): Related Federal Regulation(s):	Related Form(s): <u>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</u> 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.

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: Lorraine Bartlett, DCYF Director</p>
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.

1051 PROFESSIONALISM AND ETHICS	
Chapter: Staff Responsibilities	Section: Standards and Expectations
 <p>New Hampshire Division for Children, Youth and Families Policy Manual Policy Directive: 16-18 Effective Date: May 2016 Scheduled Review Date:</p>	<p>Approved:</p>  Lorraine Bartlett, DCYF Director
	<p>Related Statute(s): RSA 15-B:3, RSA 21-G, RSA 161-F:46, RSA 169-C, and RSA 170-G Related Admin Rule(s): Per 1000 Related Federal Regulation(s): SSA 471, P.L. 104-191, P.L. 108-79 and PREA Standards 115.311 (a), and 361 (b)</p>

DCYF believes everyone deserves to be treated with courtesy and respect. Staff will conduct themselves in an ethical manner to develop positive relationships with families, children, and members of the public, and in collaboration with our federal, state, local, and private colleagues. In order to develop and maintain these connections and deliver quality services, we must be committed to professional conduct and professional boundaries. Transparency, ethical standards, and accountability are essential organizational qualities in pursuit of our commitment to excellence in service.

Purpose

This policy establishes a work standard to supplement existing laws, Personnel Rules, DHHS Policies, and the "Executive Branch Code of Ethics" issued pursuant to [Executive Order Number 98-1](#), on June 19, 1998. These standards govern the professional conduct of all staff employed with the Division for Children, Youth and Families. This policy is to be reviewed by staff and have the acknowledgment completed on an annual basis.

Definitions

"Client" means any individual, who does not receive financial compensation for collaborating with the Division for Children, Youth and Families and is receiving services from DCYF.

"Colleague" means a professional associate, including but not limited to: an employee - including supervisors, volunteer, or student intern assigned to DHHS regardless of position; court official; attorney; law enforcement officer; school employee; or employee of a provider or community agency serving children/youth.

"Conflict of Interest" means any activity, regardless of remuneration, which creates an actual, direct, and substantial risk, or appearance thereof, that a person's objectiveness in his/her role and responsibility as an employee of DHHS may be influenced by a secondary interest/circumstance.

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

"DHHS" or the **"Department"** means the New Hampshire Department of Health and Human Services.

"PREA" means the standards enacted on August 20th, 2012 and enforced by the U.S. Department of Justice to eliminate prison rape pursuant to the Prison Rape Elimination Act of 2003.

“Sexual Harassment,” means any unwelcome sexual advance, a request for a sexual favor, or other verbal or physical conduct of a sexual nature when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment,
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile, or offensive working environment.
4. In accordance with PREA, “sexual harassment” also means any repeated verbal comments or gestures of a sexual nature to a client or colleague by a staff member, contractor, or volunteer, including demeaning references to gender, sexually suggestive or derogatory comments about body or clothing, or obscene language or gestures.

“Staff” for the purpose of this policy means any individual employed by the Division for Children, Youth and Families or working through the Division for Children, Youth and Families in a contracted position, internship, or volunteer program (to include Parent Leaders).

“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 Division for Children, Youth and Families for committed juveniles and detained youth, and for NH youth involved with the NH court system prior to their adjudication.

“Workplace” means the District Office, telework site, training site, State Office, SYSC, client’s home, foster/adoptive home, court, police department, service provider site, school, residential care facility, child care facility, or other locations where DCYF work is conducted during and after regular work hours.

Policy

- I. All Division staff are responsible for adhering to Federal Laws, the NH statutes, and the policies and rules of the Department of Health and Human Services and of the Division for Children, Youth and Families.
 - A. All statements in this policy are to supplement and reinforce existing staff expectations and responsibilities and DO NOT supersede any law, rule, or policy of DHHS.
 - B. NH State Statutes and Administrative Rules may be accessed via the internet at <http://www.nh.gov/government/laws.html>
 - C. DCYF policies may be accessed through the [Intranet](#) and/or Lotus Notes.
 - D. DHHS policies may be accessed through the [DHHS Intranet](#).
- II. DCYF maintains the following expectations of employee performance:
 - A. Staff will competently perform job responsibilities set forth in the class specification, supplemental job description for their position (or contract), and other duties within the scope of their position, as directed by their supervisor, manager, or administrator.

1. Staff shall incorporate all applicable provisions of the NH DCYF Practice Model in the performance of their job duties.
 2. Staff may only represent DCYF in court, meetings, interviews, or similar events when it is consistent with their job description and assigned cases.
 - (a) Staff must request supervisory approval to represent DCYF in any other situations.
 - (b) Any requests to provide a presentation in a public forum must be referred to a Supervisor and the Center for Professional Excellence through the [Speaker's Bureau](#) for Field Services staff.
 - (c) When representing DCYF, staff will, to the best of their ability, reflect DCYF related laws, rules, NH DCYF Practice Model, and current DHHS and DCYF policies.
 3. Staff shall refrain from using their official positions to promote any partisan political purpose and from allowing another's political affiliation or power to influence their decisions regarding a client; DCYF shall comply with all statutes and regulations related to campaigning, lobbying, and political practices.
 4. Staff are accountable for their work hours and their supervisor must approve, in advance, any changes to their work schedule.
 5. Exceptions will require the written approval of the staff's supervisor.
- B. Staff will maintain appropriate professional appearance while performing their assigned job duties or attending training, to foster respect and promote professionalism in the workplace.
1. Staff will possess their DHHS and DCYF issued identification badge, if issued, and equipment specified by their supervisor while on-duty.
 2. Staff will follow business casual manner of dress as determined by the office in which they are assigned.
 3. Staff performing an irregular job duty may seek supervisory approval to utilize casual dress during said duty. Any casual dress must be neat, clean, and appropriate for a business setting.
- C. Staff must recognize that they serve as important role models for clients and colleagues in the performance of their official duties. Accordingly, staff will demonstrate positive behavior and a responsible work ethic.
1. Staff shall represent DCYF in a professional manner and refrain from any conduct that may reflect poorly on themselves, the Division, and/or the Department.
 - (a) Staff shall follow the expectations set by the Governor through the training "[Respect in the Workplace.](#)"

- (b) Staff will conduct themselves with competence, honesty, respect, cultural sensitivity, and professionalism in all interactions, consistent with the NH DCYF Practice Model.
 - (c) Staff will maintain attitudes, communication, and behaviors toward clients and colleagues and others whom staff have contact with in the course of their employment, that are even, controlled, dignified, impartial, respectful, and without exploitation.
 - (d) Staff must work to establish trust and cooperation with clients and colleagues.
- 2. Staff shall promote professional cooperation with each bureau of DCYF and DHHS by:
 - (a) Maintaining relationships with colleagues, of such character, as to promote mutual respect within the profession and improvement of its quality of service; and
 - (b) Assuring that statements about colleagues, and their bureaus or agencies, are accurate and constructive.
- 3. To perform their duties competently, staff must participate in ongoing education and training, and must maintain familiarity with current policy, trends, and developments.
 - (a) Staff must maintain appropriate training hours for their position as specified in their supplemental job description and pursuant to applicable policy [2901 Staff Development and Learning](#).
- 4. State property, information systems, and resources shall only be used for purposes consistent with the staff's job description, authorized by their supervisor, OIT Technology Policy, and DCYF and DHHS policies. This includes any desk, chair, and related equipment; telephones, cell phones, and their related services; state vehicles, personal computers, laptops, and any other related equipment or services such as printers, routers, scanners, etc. including email, internet services, computer applications, utilities and any other equipment, other service or resource available or accessible to DCYF staff.
- 5. Unprofessional conduct (during or after work, in person or through social media) that interferes with staff performance and/or interferes with the ability of the Division to meet its mission may lead to disciplinary action.
- D. Consistent with the protection of the public interest, staff will serve each client with integrity and appropriate concern for the client's welfare and with no purpose of personal gain.
 - 1. Staff must be diligent in their responsibility for documentation while ensuring that all reports are timely, relevant, and accurate pursuant to state and federal laws, policy, and supervisory directives. All information must be:
 - (a) Recorded in the designated information system in compliance with any required timeframes, and

- (b) All case information must be accurate and factual to contribute to sound decisions affecting client and public safety.
- 2. Staff shall fully and objectively advise clients of information necessary for informed decision-making and stay informed of each client's condition and conduct.
- 3. Staff shall only represent themselves and make judgments which they are professionally qualified to make, through education, training, job assignment, certification, or licensure.
- 4. Staff shall be aware of his/her own biases, preventing them from interfering with the delivery of services to clients.
- 5. Staff shall exercise independent, professional judgment and prevent youth, family, social, or other relationships from influencing professional conduct or decisions, or creating the appearance of influence on professional conduct or decisions. Staff shall report all real or perceived conflicts of interest in a timely manner to their supervisor.
- 6. Staff, and persons connected with DCYF, shall not use their official positions to secure privileges or advantages for themselves or engage in personal business transactions with clients (current or former) or organizations providing services to clients.
 - (a) Employees shall not accept or give a gift or gratuity of value ([RSA 15-B:3](#)), except for general donations authorized by the appropriate Bureau Administrator;
 - (b) Staff shall not initiate any financial or business interactions with former clients or foster /adoptive families without prior authorization from their Bureau Administrator or designee.
 - (c) Unplanned financial or business interactions with former clients shall be immediately reported to their Bureau Administrator or designee.
 - (d) Items (b) and (c) above shall not apply to current or former clients employed by and acting on behalf of a third party (e.g. cashiers, waitstaff, etc...)

III. Staff shall maintain appropriate professional relationships with effective and cooperative interactions with the clients they serve, and providers and community members with whom they have direct contact.

- A. Personal relationships (or the appearance of personal relationships) must not be allowed to interfere with the delivery of services to clients during or after regular work hours, including contact through internet social media sites.
- B. To ensure appropriate relational boundaries consistent with policy and best practice, the following applies:
 - 1. Staff must not bring clients into their homes without the prior written approval of the Director of DCYF, or their designee.

2. Staff must not form personal relationships with colleagues/interns that could be perceived to create a conflict of interest with their role. Staff who have any concerns should consult with his/her supervisor to determine if there is a conflict, or the appearance of a conflict.
3. Current clients:
 - (a) Staff shall contact clients in the course of their normal daily job functions during approved work hours;
 - (1) Non-business-related client contact outside the staff's conduct of their normal daily job functions and/or outside their approved work hours is not allowed. This includes communication to youth detained or committed at the SYSC and their families.
 - (2) Any staff with knowledge of such non-business contact should bring this to the attention of the committing staff's supervisor immediately.
 - (b) All communications will be consistent with the recommendations of the client's treatment team and/or case plan; and
 - (c) Staff who receive any form of communication from a current client that is out of the ordinary from normal business interactions shall document the communication and report such communication to their supervisor. The supervisor shall use his/her discretion in reporting the communication to the appropriate administrator.
4. Former Clients:
 - (a) Staff should not participate in on-going social relationships with his/her former clients.
 - (1) The Division recognizes that clients and families may choose to offer staff updates on his/her/their status or situation and opportunities to attend activities after case closure (e.g. graduations, weddings, and/or military events).
 - (2) Staff shall notify their supervisor before attending such events.
 - (3) Staff knowledgeable of violations of this provision shall immediately report to the committing staff's supervisor.
 - (b) Staff shall not initiate any form of communication with former clients unless it is for a program or activity approved by the Director of DCYF, or designee. Examples of approved programs and activities include but are not limited to Operation Santa materials, recruiting parent leaders, working with the Parent Partner Program, complying with the requirements of the National Youth in Transition Database, aftercare cases, or working with a former client on a Family Engagement project;
 - (c) Staff who receive any form of personal or social communication from a former client shall:

- (1) Respond professionally to any communication (written, telephonic, or electronic), after consultation with a supervisor; and
 - (2) Seek approval from their supervisor, or designee, to maintain communication with a former client; and
5. Staff who have a family member or friend who is a client, or staff who are related to other staff, must conduct their work according to DCYF work standards and notify their supervisor of possible conflicts of interest because of their relationship(s).

IV. Confidentiality is a priority.

- A. No confidential information may be released without permission of the DCYF Director and/or guidance from the Division's legal services.
 1. Child/youth or family case information shall only be disclosed pursuant to state and federal laws, court orders, and DCYF policy to individuals who have a proper professional need for such information using written authorizations for release when required.
 2. Staff shall not initiate/acknowledge clients in public without justification or permission from said client.
- B. Staff shall seek only such information regarding clients and colleagues as necessary to perform their duties and responsibilities, and maintain such information as confidential.
- C. Any secondary employment by staff outside DCYF must not conflict with case management or other assignments. DCYF staff participating in outside employment must not profit or otherwise benefit from decisions made as a DCYF employee and must not jeopardize the confidentiality of the families served.
- D. Subject to the client's rights of privacy and the responsibility to protect confidential or privileged information, staff shall respect the public's right to know and share information with the public according to the provisions of applicable state laws, federal laws, and DCYF and DHHS policies.
 1. When making any statements in public, staff shall clearly distinguish views that are personal and those that are statements and positions on behalf of the agency.
 2. Staff shall refer/direct all media inquiries to the DHHS Public Information Office at:

[Public Information Office](#)

Office of the Commissioner
Department of Health & Human Services
129 Pleasant Street
Concord, NH 03301
Telephone: (603) 271-4957
Toll Free: (800) 852-3345 ext. 4957
TDD Access Relay: (800) 735-2964
FAX Number: (603) 271-4727

3. Any such referral shall be reported to the staff's immediate supervisor.

V. Physical Contact Between Staff and Clients:

A. Physical contact initiated by DCYF staff with clients shall be limited to the following:

1. Restrictive Interventions or Use of Force – When an incident occurs that necessitates a use of force, staff may make physical contact with the client according to Division policies governing the use of force or restrictive interventions pursuant to their job assignment and applicable policy;
2. First Aid – When staff must initiate physical contact in order to provide appropriate first aid for which they are trained;
3. Transfer – When a child who is non-ambulatory needs assistance in changing locations;
4. Personal Care – When a child is under the age of 3 and in the custody of the Division, assistance with diapering/ toileting or feeding may be necessary; and
5. Sports Activities – When staff and youth are engaged in sanctioned sporting activities.

B. Sexual or sexualized behavior, sexual harassment, or other forms of sexual misconduct from staff-to-client is expressly prohibited (PREA 115.311(a)). Staff with knowledge of any offenses that may have been committed are mandated to report as identified in the Mandated Reporting section, immediately below.

Mandated Reporting

I. Staff shall be responsible to immediately report and document any injuries or concerns about safety/security for themselves, colleagues, or clients to their immediate supervisor.

II. Staff must immediately report any observed illegal activity in the workplace or violations of DCYF or DHHS policy to their supervisor.

A. Any location defined as a workplace for DCYF staff shall be a Drug-Free Workplace in accordance with DHHS's policy on "[Drug-Free Workplace](#);"

1. The Division for Children, Youth and Families interprets drugs to include alcohol and cigarettes (including electronic cigarettes).
2. JJS field staff who confiscate substances from youth that may violate a Drug-Free Workplace shall abide by policy [1346 "Search and Seizure."](#)

III. DCYF establishes zero tolerance towards all forms of sexual abuse, sexual harassment and/or other forms of sexual misconduct.

A. All employees of the State of New Hampshire are entitled to work in an environment free of sexually inappropriate behavior. The State of New Hampshire is committed to preventing and eliminating such misconduct in the workplace before it rises to the level of sexual harassment.

1. Staff must follow the [Governor's State of New Hampshire Policy on Sexual Harassment](#).
 2. Staff with knowledge of any offenses that may have been committed during an incident of sexual abuse, sexual harassment or other sexual misconduct must report the incident to their supervisor or, if the supervisor is implicated in the allegation, to staff of comparable status.
 3. All alleged incidents must be reported either in writing or verbally, to the Director of the Division of Personnel, or the agency Human Resource Administrator, who shall then refer the complaint to the Director.
 4. Any alleged incident involving a client must be reported in compliance with item IV as detailed below.
- B. Additionally, staff at the SYSC must follow all applicable provisions of PREA pertaining to the elimination, prevention, response, and reporting of [sexual harassment](#) according to applicable DCYF policies.
- IV. Prevention and Reporting Abuse or Neglect of Clients:
- A. Staff shall act to prevent practices that are inhumane, unethical, or disrespectful towards clients and colleagues.
 - B. Staff who have reason to suspect that any child/youth has been abused or neglected shall make the report(s) required by RSA 169-C:29 by calling DCYF Central Intake Unit at (800) 894-5533 or 271-6563 (115.361(b)).
 - C. Staff shall also abide by all applicable provisions of PREA.
 1. Staff employed at the SYSC must follow policies regarding the prevention and reporting of abuse or neglect of youth committed or detained including, but not limited to: Policy [2055 Sexual Assault and Sexual Harassment](#) and Policy [2475 Abuse or Neglect of Committed or Detained Youth](#).
 2. Alleged incidents involving youth committed or detained at the SYSC must be reported on Form 2180 "Reporting Form For Sexual Abuse, Sexual Assault, and Sexual Harassment."
 3. Intermediate and higher level supervisory staff at the SYSC must make unannounced rounds pursuant to [Policy 2071 SYSC Master Schedule](#).
 - D. Staff who have reason to believe that an adult is, or is suspected to be, incapacitated and subject to abuse, neglect, self-neglect or exploitation shall make a report as required by RSA 161-F:46 by calling BEAS Central Intake at (800) 949-0470 or 271-7014.
- V. Retaliation of any kind for staff making a report described above, including reports related to PREA, is expressly prohibited. Reports of retaliation are subject to investigation and may lead to disciplinary action.
- VI. Discrimination is prohibited. Staff shall not discriminate because of race, creed, color, sex, age, political affiliation or belief, veteran status, religion, national origin, sexual orientation, or disability.

- A. Staff wanting to learn more about filing a discrimination complaint should contact the Office of the Ombudsman at:

State of New Hampshire
Department of Health & Human Services
Office of the Ombudsman
129 Pleasant Street
Concord, NH 03301-3857 (603) 271-6941
(800) 852-3345 ext. 6941
FAX (603) 271-4632
TDD Access: relay NH 1-800-735-2964
E-mail: ombudsman@dhhs.state.nh.us

- B. Any employee of the Department with HIV is protected by the same laws regarding unlawful discrimination, which are applicable to individuals with other diseases or disabilities. For more information, staff should contact the Department of Public Health AIDS/HIV program at 271-4502 or the Office of the Commissioner at 271-4602.

- VII. Staff shall respect and protect the right of the public to be safeguarded from criminal activity. Staff shall refrain from participation in illegal activity for any reason and shall notify the DCYF Director and the appropriate Bureau Administrator, or the Director of Operations- SYSC if the staff is employed at the SYSC, within 24 hours of any:

- A. Arrests or charges related to:
1. RSA 632-A:2 (Aggravated Felonious Sexual Assault);
 2. RSA 632-A:3 (Felonious Sexual Assault);
 3. RSA 632-A:4 (Sexual Assault);
 4. RSA 631:1 (First Degree Assault);
 5. RSA 631:2 (Second Degree Assault);
 6. RSA 631:4 (Criminal Threatening);
 7. RSA 633:1 (Kidnapping);
 8. RSA 639:3 (Endangering Welfare of Child or Incompetent);
 9. RSA 645:1, I (b), II, or III (Indecent Exposure and Lewdness);
 10. RSA 649-A:3 (Child Pornography Offenses);
 11. RSA 650:2 (Obscene Matter- where the act involves a child);
 12. RSA 318-B (Controlled Drug Act); or

- 13. RSA 637 (All Theft offenses) or RSA 638 (All Fraud offenses) if the staff's role provides control or management over client benefits or Departmental financial transactions.
- B. Criminal or serious motor vehicle offense, or offense that interferes with his/her valid driver's license or access to statewide transportation; or
- C. Criminal conviction.

Violations of This Policy:

At all times, staff shall faithfully and responsibly perform the legal responsibilities, duties, and obligations imposed upon them by the United States Constitution, New Hampshire Constitution, federal laws, NH laws, court decisions, administrative rules, DHHS and DCYF policies, and their oaths of office, if applicable.

Staff who violate these standards of Professionalism and Ethics are subject to disciplinary actions described in NH Personnel Rules, PER 1000, up to and including dismissal from State Service.

Staff Acknowledgment:

I have read the DCYF Professionalism and Ethics policy and understand the expectations contained herein.

Initials

I will abide by the DCYF Professionalism and Ethics policy.

Initials

Signature of DCYF employee, contractor/volunteer, or intern

Date: _____

Printed name

Position title

Practice Guidance – Social Media Guidelines

Division employees are role models for the children, youth, families, community, and public we serve. It is important to remember that even when not working, we are Division employees and therefore must hold ourselves to a high standard of conduct, reflecting the dignity and esteem in which the Division should be held. Division employees need to have an understanding that any use of social media that could be deemed inappropriate may affect their credibility and ability to perform duties associated with their supplemental job description.

The following guidelines were written to caution and make all Division employees aware about the possibility, even inadvertently, of violating the Division's code of conduct through inappropriate use of social media. Social Media means websites and applications that enable users to create and share content or to participate in social networking.

- Employees owe a common law of duty to their employer and this duty does not end at the end of their workday. Social media should not interfere with employee's responsibilities to their employer or affect their ability to perform their duties with credibility and integrity.
- It is important that employees understand that social media sources are not necessarily private and the great majority of posts are public domain for all to read. Even anonymous posts can be traced back to the person who generated them.
- Employees must understand privacy does not exist in the world of social media and the Internet. Once posted, your content is immediately disseminated throughout the Internet and cannot be retrieved or rescinded.
- If an employee makes a derogatory social media post about the Division or Department that puts them in a negative light they may be subject to corrective action.
- Employees should use their best judgment in posting material that may be deemed inappropriate or harmful to the Division, other employees, programs, children, youth and families we serve.
- Employees must understand that their personal opinions are not representative of the Division and therefore must not be posted as such.
- Employees should be aware that the Division may observe content and information made public by the use of social media.
- Employees are not to publish, post, or release any information that is considered confidential. If there are questions surrounding what is considered confidential, employees should speak to their immediate supervisor.
- Although not an exhaustive list, some specific examples of prohibited social media conduct include posting commentary, content or images that are defamatory, pornographic, proprietary, harassing, libelous, could create a hostile work environment or effect your credibility or ability to perform duties associated with your supplemental job description.

When creating a professional media application, employees must gain approval from the DCYF Director/Designee and refer to DHHS [Social Media Guidelines](#), [DoIT Usage Policy](#), and any information available through the Public Information Office.

Practice Guidance – Professional Dress Guidelines

Think of someone you work with in the community who you respect as a professional. Why is that? What about them do you respect? Would they view you the same way?

As a representative of the State of New Hampshire you are a professional who plays a key role in working with children, families and stakeholders across the State. How you present yourself strengthens your credibility, how you are perceived, the respect you receive, and the role you play.

Everyone has heard the saying that most judgments are made within the first 10 seconds of meeting you. As such you want to look your best to make the best first impression. It is appropriate and important for you to dress professionally for all work-related activities. Unprofessional dress can inhibit the ability to be a productive worker inside and outside the office. Guidelines such as these are geared towards enhancing your ability to achieve professional success. Studies show a more professional work appearance can lead to:

- ✓ Increased productivity and quality of work;
- ✓ Increased commitment to the mission and vision of the agency;
- ✓ Increased timeliness to work and work appointments;
- ✓ Increased use of polite and respectful language in the workplace; and
- ✓ Increased teamwork and office morale.

Be considerate of your work environment, co-workers, colleagues and clients.

Strive for consistency in professionalism.

Below are some guidelines to consider as acceptable dress for men and women:

Men

- General Attire
 - ✓ Dress slacks;
 - ✓ Shirts with collars (dress or polo); and
 - ✓ Sweaters with a shirt underneath.
- Attire for Court
 - ✓ Dress shirt with collars and ties; or
 - ✓ Suits, blazers or sports jackets are acceptable.
- On business casual or "Casual Fridays" dress still must be neat and clean and always appropriate for a business setting.
 - ✓ Examples are sweaters, shirts with collars, golf shirts, cotton khaki-type slacks, and jeans (in accordance with administration policy).
 - ✓ Casual Friday doesn't mean "messy."

Women

- General Attire
 - ✓ Dresses;
 - ✓ Suits;
 - ✓ Dress slacks;
 - ✓ Loose fitting knit pants;
 - ✓ Gauchos (below the knee);
 - ✓ Knee-length dresses;
 - ✓ Skirts;
 - ✓ Blouses; and
 - ✓ Sweaters.
- Attire for Court
 - ✓ Business suits (pants or skirts);
 - ✓ Simple dresses;
 - ✓ Dress pants with suit coat;
 - ✓ Dress with a sweater; or
 - ✓ Blouses paired with skirts.
- On business casual or "Casual Fridays" dress still must be neat and clean and always appropriate for a business setting.
 - ✓ Examples are sweaters, shirts with collars, casual blouses and shirts, cotton khaki-type slacks, and jeans (in accordance with administration policy).
 - ✓ Casual Friday doesn't mean "messy."
- Hemlines should not be shorter than two inches above the knee.

Suggestion:

If you would normally wear the outfit or footwear for the beach, yard work, weekend around the house, dance clubs, exercise sessions or sports contests, then it would likely not be appropriate for the workplace.

Please Note:

This document serves as an example of professional and appropriate attire. Any questions or decisions needed beyond the scope of this document are at the supervisors'/administrations' discretion.



**DCYF CENTRAL REGISTRY NAME SEARCH AUTHORIZATION
 RELEASE OF INFORMATION TO THIRD PARTY**

I hereby request the NH Department of Health and Human Services (NH DHHS) to conduct a name search to determine if I am listed on the Department's Central Registry of founded reports of child abuse and neglect. My full legal name, other names I have used in the past and other identifying information are listed below.

CURRENT FULL LEGAL NAME (please print legibly): _____

OTHER NAMES I HAVE USED, INCLUDING MAIDEN NAME (if applicable): _____

DATE OF BIRTH _____ TELEPHONE NUMBER _____
month day year

CURRENT MAILING ADDRESS _____

I acknowledge that the results of this search can only be released to myself or a Child-Placing Agency pursuant to NH RSA 170-E, the Department of Health and Human Services pursuant to NH RSA 170-G:8-c, or another state's Child Welfare Agency or Private Adoption Agency pursuant to NH RSA 169-C:35. I understand and authorize the results of this search to be provided to the person/agency listed below if in compliance with the aforementioned laws. Any entity listed below that is not governed under these laws will not be sent the results.

SIGNATURE: _____ DATE: _____

NAME AND ADDRESS OF PERSON AND AGENCY TO RECEIVE RESULTS _____

number and street name _____ *city or town* _____ *state* _____ *zip code* _____

State of _____, County of _____, ss.

On this the _____ day of _____, 20____, before me, _____, the undersigned officer,
(name of notary)
 personally appeared _____, known to me (or satisfactorily proven) to be the person described
(name of person)

above, and acknowledged this instrument.

Signature of notarial officer: _____ My commission expires on: _____
 In witness whereof I hereunto set my official seal.

For Official Use only

Mail form and **a self-addressed stamped envelope** to:

Division for Children, Youth and Families
 DCYF Central Registry, Thayer Building
 129 Pleasant Street Concord, NH 03301



DCYF CENTRAL REGISTRY NAME SEARCH AUTHORIZATION
SUNUNU YOUTH SERVICES CENTER – CONTRACTOR RELEASE
 PL 108-79 Federal Prison Rape Elimination Act (PREA)

I hereby request the NH Department of Health and Human Services (NH DHHS) to conduct a name search to determine if I am listed on the Department’s Central Registry of founded reports of child abuse and neglect. My full legal name, other names I have used in the past and other identifying information are listed below.

CURRENT FULL LEGAL NAME (please print legibly): _____

OTHER NAMES I HAVE USED, INCLUDING MAIDEN NAME (if applicable): _____

DATE OF BIRTH _____ **TELEPHONE NUMBER** _____
month day year

CURRENT MAILING ADDRESS _____

I acknowledge that the results of this search can only be released to myself or a Child-Placing Agency pursuant to NH RSA 170-E, the Department of Health and Human Services pursuant to NH RSA 170-G:8-c, or another state’s Child Welfare Agency or Private Adoption Agency pursuant to NH RSA 169-C:35. I understand and authorize the results of this search to be provided to the person/agency listed below if in compliance with the aforementioned laws. Any entity listed below that is not governed under these laws will not be sent the results.

SIGNATURE: _____ **DATE:** _____

NAME AND ADDRESS OF PERSON AND AGENCY TO RECEIVE RESULTS Melissa Wardner / DCYF Administration

DCYF Thayer Building Concord NH 03301
number and street name city or town state zip code

State of _____, County of _____, ss.

On this the _____ day of _____, 20____, before me, _____, the undersigned officer,
(name of notary)
 personally appeared _____, known to me (or satisfactorily proven) to be the person described
(name of person)

above, and acknowledged this instrument.

Signature of notarial officer: _____ My commission expires on: _____
 In witness whereof I hereunto set my official seal.

For Official Use only

Mail form and **a self-addressed stamped envelope** to:

Division for Children, Youth and Families
 DCYF Central Registry, Thayer Building
 129 Pleasant Street Concord, NH 03301

- Flirting with an youth;
- Standing too close to a youth;
- Getting into conflicts with co-workers over a youth; and
- Feeling the effects of major life changes (divorce, etc.).

Your personal and professional reputation may be jeopardized because of unprofessional conduct. Your career and even your family can also be negatively impacted or destroyed.

Some Other Things to Consider

Amorous or sexual relationships with a youth are seldom a secret. Such behavior will subject you to disrespect and manipulation from other youth that may be aware of your situation.

Once in a relationship, professional judgment becomes clouded and the normal defenses that exist to protect you will be compromised. When acting on emotions, you may take actions that would otherwise be considered inappropriate in a residential environment.

Amorous or sexual relationships are inappropriate and illegal when they occur between a youth and any staff member, intern, contractor, vendor or volunteer. Youth depend upon staff to provide for their board and care, ensure their safety, address their health care needs, supervise their work and conduct, and act as role models for socially acceptable behavior.

Your conduct and the decisions you make reflect not only on your own reputation, but also on that of your peers and the agency you represent.

How to Maintain Boundaries:

Most staff/youth sexual misconduct occurs only after seemingly innocent professional boundaries have been crossed. The following behaviors will assist you in maintaining appropriate boundaries:

- Maintain professional distance;
- Focus behavior on duties and assignments;
- Do not become overly close with any particular youth;
- Do not share your own or other staff person's personal information with or around youth;
- When speaking to youth about other staff, refer to the staff by their title or as Ms. or Mr.
- When speaking to youth refer to them as Ms. or Mr. and their last name;
- Do not accept gifts or favors from youth;
- Be knowledgeable of Departmental policy and procedure, rules of conduct and laws regarding sexual misconduct and sexual harassment.

A Duty to Report

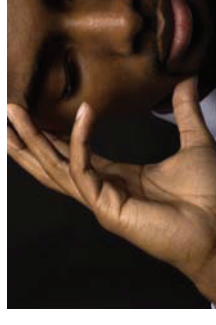
Any one with knowledge or suspicion of any inappropriate staff/youth behavior MUST report immediately. The presence of illegal and unethical behavior by staff compromises the security and safety of the agency. Staff who fail to report such behavior will be held accountable and sanctioned through dismissal. All efforts will be made to ensure the confidentiality of the reporting staff member.

You must file an incident report to the appropriate authority if you see or know of any staff, contract staff, intern, vendor, or volunteer sexually involved with or sexually harassing a youth. You may also make a 3rd party report by requesting a form or calling DCYF Central Intake at **1-800-894-5533**

Form 2187

PD 13-15
July 2013

A Guide to the Prevention and Reporting of Sexual Abuse For Interns, Contractors, Vendors, and Volunteers.



PREA: WHAT YOU NEED TO KNOW

NH Department of Health and Human Services
Division for Children, Youth and Families
www.dhhs.nh.gov/dcyf

What it PREA

The Prison Rape Elimination Act (PREA) of 2003 is a federal law established to address the elimination and prevention of sexual abuse and rape in correctional and juvenile justice systems. PREA applies to all federal, state, and local prisons, jails, police lock-ups and community settings such as residential facilities.

How Does PREA Apply?

PREA seeks to ensure that these residential settings have a zero tolerance for sexual abuse, and that they protect youth from sexual abuse, sexual harassment, "consensual sex" with staff, and youth - on - youth sexual abuse.

Definitions:

Staff means interns, contractors, vendors, and volunteers as well as staff from federal, state, or local jurisdictions.

Youth means children committed or detained in any facility who are accused of, convicted of, sentenced for, or adjudicated delinquent for violations of criminal law or the terms and conditions of parole, probation, pretrial release, or diversionary programs.



An Abuse of Power

Due to the imbalance of power between youth and staff in facilities, sexual interactions between staff (who have power) and youth (who lack power) are unprofessional and illegal.

Some youth who lack power may attempt to become sexually involved with staff in an effort to equalize the imbalance of power. Occasionally a youth may try to use sex to improve their standing or circumstances (e.g., avoid disciplinary action, gain privileges etc.)

As a contractor, intern, vendor or volunteer, your designated assignment places you in a position of authority over the youth with whom you interact in a professional capacity. It is not possible to have a relationship as equals because you have a responsibility to maintain custody, evaluate work performance, and/or provide input to issues that affect the privileges and possibly release dates, or other sanctions. Because of the imbalance of power between youth and staff, vendors, interns, contractors, and volunteers, there can never be a consensual relationship between staff and youth.

History of Victimization

Some staff don't think of youth as 'victims' of staff sexual misconduct, especially when the youth appears to be a willing participant or even initiated the sexual or 'romantic' interactions with a staff member. The youth is always the victim because of the imbalance of power. The consent or willingness of a youth to participate may be a survival strategy or a learned response to previous or current victimization.

Many youth have a history of victimization (physical and/or sexual abuse), which may make them especially vulnerable to the sexual overtures of persons in positions of authority. Their perception of affection/love may be skewed by this background of abuse,

making it impossible for them to refuse advances of a staff member. In some instances, particularly for female youths, their survival in the community has been directly related to using their sexuality to obtain the means to survive. Coupled with low self-esteem, this carries over into their conduct in residential care and while under community supervision.

As the person in authority, it is your responsibility to discourage, refuse and report any overtures as well as maintain professional boundaries at all times. Boundaries in relationships can be difficult. If you question your professional boundaries with a youth or feel uncomfortable with his/her actions or advances toward you, talk to another person you respect and/or bring this matter to the attention of an agency employee before it gets out of control.

Red Flags:

The following are behaviors or 'red flags' that may signal you or someone you work with is in danger of engaging in sexual misconduct with a youth:



- Spending a lot of time with a particular youth;
- Change in appearance of a youth or staff member;
- Deviating from agency policy for the benefit of a particular youth;
- Sharing personal information with a youth;
- Overlooking infractions of a particular youth;
- Doing favors for a youth;
- Consistently volunteering for a particular assignment or shift;
- Coming to work early/staying at work late;



STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Division for Children, Youth and Families
 Sununu Youth Services Center

Form 2188
 July 2013

Intern/Volunteer Orientation Notice of Understanding

Please read and sign the following:

I _____ received orientation materials on Sexual Abuse and
 (Intern/Volunteer's Printed Name)
 Sexual Harassment on _____
 (Date)

I have been given the opportunity and have been encouraged to ask questions on the materials found in "A Guide to the Prevention and Reporting of Sexual Abuse for Interns, Contractors, Vendors, and Volunteers." brochure. (Form)

I will tell staff if I have any problems reading, understanding, or if English is not my first language so that they can provide me with assistance.

 Intern/Volunteer's Printed Name & Title

 Date

 Intern/Volunteer's Signature

 Date

BUREAU OF HUMAN RESOURCES MANAGEMENT

Code of Ethics

PURPOSE AND INTENT OF POLICY

The following Code of Ethics shall govern the conduct of all Executive Branch employees and officials.

GENERAL POLICY STATEMENT

It is hereby declared to be the policy of the state that no public official or employee of a state agency shall have any interest, financial or otherwise, direct or indirect, engage in any business transaction or professional activity, or incur any obligation of any nature which is in substantial conflict with the proper discharge of his or her duties. To implement this policy and to enhance the faith and confidence of the people of the state in their government, this code of ethics sets forth standards of conduct required of officials and employees of the Executive Branch in the performance of their official duties.

It is declared to be the policy of the state that public officials and employees are bound to perform their duties efficiently and faithfully under the laws of the state of New Hampshire. Such officials and employees are bound to observe the highest standards of ethics consistent with this code regardless of personal considerations, recognizing that promoting the public interest and maintaining the respect of the people in their government must be of foremost concern.

DEFINITIONS

As used herein:

- “State Agency” shall mean an executive branch agency, department, division, board, commission or entity of the executive branch.
- “Public Official” shall mean a commissioned, an unclassified or a nonclassified executive branch employee but shall not include any commissioned, unclassified, or nonclassified elected by the legislature.
- “Public Employee” shall mean a classified employee of a state agency.
- “Conflict of Interest” shall mean a situation, circumstance, or financial interest which has the potential to cause a private interest to interfere with the proper exercise of a public duty.

BUREAU OF HUMAN RESOURCES MANAGEMENT

Code of Ethics

Page Two of Three

CONFLICT OF INTEREST

Public employees and public officials shall avoid conflicts of interest or the appearance of a conflict of interest. Public employees and public officials shall not participate in any matter in which they, or their spouse or dependents, have a private interest which may directly or indirectly affect or influence the performance of their duties.

MISUSE OF POSITION

No public official and no public employee shall disclose or use confidential or privileged information for personal benefit or for financial gain. Public officials and public employees shall not use their positions with the government to secure privileges or advantages for themselves, which are not generally available to governmental employees, or to secure governmental privileges or advantages for others.

ACCEPTANCE OF CAMPAIGN CONTRIBUTIONS

A public official or a public employee who is candidate for an elective office that is not subject to the reporting requirements of RSA 664 and who accepts a financial contribution or other form of political contribution from an entity which is or is likely to become subject to that public official's or public employee's duties shall make a disclosure of such contributions in writing on the form appended hereto, within five (5) days of receipt of such contributions, to the Secretary of State.

ACCEPTANCE AND GIVING OF GIFTS

No public employee, no public official, and no public employee's or public official's spouse or dependents, shall give, solicit, accept or agree to accept a gift from a person who is subject to or likely to become subject to or interested in, any matter or action pending before or contemplated by the public employee or official or by the governmental body with which that employee or official is affiliated. Nothing in this section shall be construed to prohibit gifts made to the state of New Hampshire and accepted in accordance with the law.

POST EMPLOYMENT RESTRICTIONS

For one year after leaving office or employment with the state, a public official shall not appear as a lobbyist or as a paid advocate on behalf of any matter over which that official had personal and direct responsibility while in state government.

BUREAU OF HUMAN RESOURCES MANAGEMENT

Code of Ethics Page Three of Three

SUPPLEMENTAL STATE AGENCY ETHICAL CODES

In addition to this Code, each state agency may promulgate a supplemental ethics code to address issues specific to that agency. In the event of a conflict, the provisions of this Code shall supersede the agency code. To the extent that this Code or an ethics code adopted by a state agency shall apply to classified employees, this Code, or an agency code, shall be interpreted to be consistent with the provisions of the classified employees' collective bargaining agreement.

FINANCIAL DISCLOSURE

To ensure that the performance of official duties does not give rise to a conflict of interest or the appearance of a conflict of interest, the following public officials shall file with the Secretary of State a statement of financial disclosure that conforms to the requirements of the form appended hereto: a) all agency heads, and b) any public official designated, due to the responsibilities of the position, by the agency head. The agency head shall file with the Secretary of State an organizational chart identifying the names, titles and position numbers of officials required to file a statement of financial disclosure.

The statement of financial disclosure and organizational chart shall be filed within thirty days of the effective date of this order. Thereafter, revised statements of financial disclosure and organizational charts shall be filed immediately upon any change of status. New agency heads shall file a statement of financial disclosure no later than the first day of service.

Statements of financial disclosure and organizational charts filed with the Secretary of State shall be public documents.

Signature on file in the Bureau of Human Resources

Date Signed

John A. Stephen, Commissioner

BUREAU OF HUMAN RESOURCES MANAGEMENT

Protection of Confidential Information

PURPOSE AND INTENT OF POLICY

The purpose of this policy is to make all Department of Health and Human Services (DHHS) employees aware of their responsibility to protect all confidential information and records within their control and for releasing information only to authorized agencies or individuals as provided for by law, rules, and regulations. This policy supplements but does not replace any current Division/Program policy regarding confidentiality nor prohibit any Division/Program from promulgating policies based on the unique needs of the Division/Program. In the absence of any Division/Program policy, this policy shall apply.

GENERAL POLICY STATEMENT

In the course of business, the Department of Health and Human Services receives, discloses and utilizes personal information of employees and clients for a variety of reasons. All personal, financial and health care information maintained by the DHHS will be considered confidential. DHHS will maintain privacy, confidentiality and integrity with regard to confidential information as required by state and federal laws, rules and regulations and professional ethics.

In the performance of their duties, DHHS employees may have access to confidential information and records of clients or other DHHS employees. Each employee is responsible for protecting all confidential information and records within his/her control and for releasing information only to authorized agencies or individuals as provided for by law, rules and regulations. Employees that deal specifically with health information in the provision of services to clients should refer to the department's HIPAA Privacy Policies and Procedures for specific procedures regarding access, disclosure and maintenance of health information. Requests for information under the Right to Know Law (NH RSA 91-A) or the Freedom of Information Act should be referred immediately to the Operations Support Unit, Bureau of Legal Services.

EMPLOYEE CONFIDENTIALITY AGREEMENT

- I understand that I may have direct or indirect access to confidential information in the course of performing my work activities.
- I agree to protect the confidential nature of all information to which I have access.
- I understand that there are state and federal laws and regulations that ensure the confidentiality of an individual's information.
- I understand that there are DHHS policies and agency procedures with which I am required to comply related to the protection of individually identifiable information.
- I understand that my failure to observe and abide by these policies and procedures may result in disciplinary action, as identified in the State of New Hampshire Personnel Rules.
- I understand how I am expected to ensure the protection of individually identifiable information. Should questions arise in the future about how to protect information to which I have access, I will immediately notify my supervisor.
- I have been informed that this signed agreement will be retained in my personnel file located in the Bureau of Human Resources for future reference.

SANCTIONS

Employees who do not comply with this policy shall be subject to disciplinary action as outlined in the Administrative Rules of the Division of Personnel.

I, _____ have read and understand this statement.
(print name)

Employee Signature

March 28, 2005

Date Signed

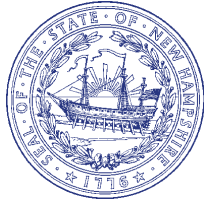
Date

Signature on file in the Bureau of Human Resources

John A. Stephen, Commissioner

Departamento de Salud y Servicios Humanos de New Hampshire

AVISO CONTRA LA DISCRIMINACIÓN



El Estado de New Hampshire, Departamento de Salud y Servicios Humanos, no discrimina a las personas debido a su edad, sexo, raza, credo, color, estado civil, estado familiar, incapacidad física o mental, origen nacional, inclinación sexual, afiliación política o creencia. No habrá discriminación a la hora de aceptar o proveer servicios, o en la admisión o acceso a esos servicios, o tratamiento o empleo, en cualquiera de los programas o actividades del Departamento.

El Superintendente es responsable de coordinar los esfuerzos para cumplir con los derechos civiles del Departamento, las oficinas que lo componen y las divisiones para seguir las reglas estatales y federales contra la discriminación. Para más información o para saber cómo hacer una queja por discriminación, ponerse en contacto con el Superintendente al 129 Pleasant Street, Concord, New Hampshire 03301; ó puede usted llamar por teléfono al (603) 271-4963 (voz) ó al número de acceso TDD: 1-800-735-2964.

El Departamento de Salud y Servicios Humanos de New Hampshire está sujeto al Título VI del Acta de los Derechos Civiles de 1964 (42 U.S.C., Sección 2000d et. seq.); Sección 504 del Acta de Rehabilitación de 1973, según enmienda (29 U.S.C., Sección 794); Título IX sobre Educación Enmiendas de 1972 (20 U.S.C., Sección 1681); el Acta de Discriminación por la Edad de 1975 (42 U.S.C., Sección 6101 et. seq.); NHRSA 354-A; y ciertos estatutos de subvenciones federales, incluyendo, pero sin limitarse a 42 U.S.C., Secciones 3000w-7, 300x-7 y 708, ó cualquier otra provisión a través de la cual el Departamento recibe participación financiera federal para sus programas. Estas leyes prohíben la discriminación basándose en la edad, sexo, raza, credo, color, estado civil, estado familiar, impedimento físico o mental, origen nacional, inclinación sexual o afiliación política o creencia, en programas y actividades que reciben subvenciones federales. Las regulaciones bajo el Título VI, Sección 504, Título IX y el Acta de Discriminación por Edad se encuentran en 45 C.F.R., Partes 80, 84, 86 y 91 respectivamente del Departamento de Salud y Servicios Humanos de los Estados Unidos. El Departamento de Salud y Servicios Humanos de New Hampshire está además sujeto al Acta de Americanos con Incapacidades de 1990 (42 U.S.C., Sección 12101, et. seq.) y sus regulaciones de ejecución en 28 C.F.R., Parte 35.

BUREAU OF HUMAN RESOURCES MANAGEMENT

Drug-Free Workplace Act of 1988

PURPOSE AND INTENT OF POLICY

Congress enacted the Drug-Free Workplace Act in November 1988. This statute requires all grantees receiving grants from any Federal agency certify that they maintain a drug free workplace. Therefore, employees of the Department of Health and Human Services are required to follow the rules and policies of the department listed below. Nonconformance to this policy will result in appropriate sanctions, up to and including dismissal.

GENERAL POLICY STATEMENT

- The unlawful manufacture, distribution, dispensing, possession or use or abuse of a controlled substance (including abuse of prescription, and/or over-the-counter substances) during the working hours and/or at or between any worksite affiliated with the NH Department of Health and Human Services is strictly prohibited.
- Any employee convicted for a violation of any criminal drug statute in the workplace shall notify their Division Director and Department Commissioner of such conviction in writing no later than five (5) days after such conviction.
- Upon notification, the Office of the Commissioner of the NH Department of Health and Human Services must notify the U.S. Department of Health and Human Services, or any other Federal agency, as required by federal requirement, within ten (10) days after receiving notice from an employee of any criminal drug statute conviction for violations occurring in the workplace.

SANCTIONS

The NH Department of Health and Human Services will take one of the following actions, within thirty (30) days of receiving notice under paragraph 2. above, with respect to any employee who is so convicted:

- Take appropriate personnel action against such employee, up to and including termination in accordance with the Rules of the Division of Personnel; or
- Require such employee to participate in a substance abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency. And to complete such program to the satisfaction of such program's administrator.

Signature on file in the Bureau of Human Resources

Date Signed

NH Department of Health and Human Services Security and Safety in the Workplace Policy

I. POLICY STATEMENT

It is the policy of the Department of Health and Human Services (DHHS) to take appropriate action in an effort to deter and/or avoid all violent acts, threats of violence, and threatening behavior by or against its employees in the workplace. This policy shall also apply to violent acts, threats of violence, and threatening behavior that are related to work but occur away from the workplace, including at home. DHHS is committed to promoting a work environment that is safe for all employees, clients, residents and visitors.

Violent acts, threats of violence, or threatening behavior include any activity by an individual that would cause another individual to feel unsafe due to the threat of physical harm. The violent behavior may take the form of verbal threats to harm another individual or damage property, physical aggression, or harassment. Threats of violence include possession or display of a weapon of any type or exhibiting an object in such a manner that it appears to be a weapon or is otherwise intended for this purpose.

Employees who are subject to or become aware of any violent acts, threats of violence, or threatening behavior shall immediately report the matter to their supervisor, any higher-level authority, or a Designated Person (see definition below in Section II). It is the responsibility of every employee to cooperate with law enforcement when they are called upon to respond to any given situation. Any and all legal actions or remedies sought by or on behalf of DHHS do not in any way limit or mitigate any individual from seeking any and all remedies available to them as individuals as a result of any unlawful action(s) inflicted upon them by a third party or parties. Violation of this policy shall be grounds for appropriate disciplinary action up to and including immediate termination of employment.

II. DEFINITIONS

1. *Designated Person*: The person designated at each work location to be contacted when violent acts, threats of violence or threatening behavior occur, and who is responsible for coordinating any action necessary to address the incident.

a. Designation of these individuals shall be by the Commissioner, or by his/her designee, in consultation with the Office/Division Directors.

b. There shall be designated alternates in the event the Designated Person is not present or otherwise available during the incident.

c. At residential facilities and at New Hampshire Hospital, the Designated Person shall be the Director on call.

d. In the District Offices, unless otherwise specified, the Designated Person shall be the Facility Coordinator or his/her designee.

e. At State Office buildings, the designated person shall be the Office/Division Director or his/her designee.

2. *Harassment*: The communication of a message by any method, including, but not limited to, verbally, in writing, electronically, or physically, with a purpose to alarm, abuse, and/or threaten the life or safety of another.

3. *Incident Commander*: The person designated by the Commissioner who is responsible for directing and coordinating communications and decision-making in response to Level I and Level II threats.

4. *Non-Contact Letter*: Written communication advising the individual in violation of the policy of the Commissioner's determination that the individual has violated this policy and includes terms and conditions under which the Department will conduct business with the individual.

5. *Security Alert*: Written notice and instruction distributed in accordance with this policy indicating that an individual poses or has the potential to pose a threat.

6. *Threat*: Any expression of intent through which a person purposely places or attempts to place another in a state of coercion, alarm, fright, or dread.

a. Threats may be in the form of language, gestures, or behaviors initiated in a hostile, aggressive, or intimidating manner or aimed at disrupting workplace operations.

b. Threats include, but are not limited to:

- Physical contact of any kind
- Intimidation and/or bullying (i.e., communication in a hostile, aggressive, or intimidating manner)
- Commission of a crime of violence or expression of intent to commit an act of violence with the intent to terrorize
- Causing or threatening to cause the evacuation of a building
- Causing or threatening to cause property damage
- Use, display, or mention of a weapon to intimidate or cause harm

7. *Workplace*: Any location, permanent or temporary, where an employee performs work or work-related activities.

a. Workplace facilities include lunchrooms, restrooms, break rooms, vehicles used for work, and parking facilities.

b. A threat received while an employee is performing official duties or a threat received, regardless of location, that is based on an employee's role at DHHS is considered to be a workplace threat and is covered by this policy.

III. THREAT LEVELS

There are three Threat Levels, ranked from HIGH RISK to LOWER RISK, based on the potential or actual severity of the incident.

1. *Level I Threat – HIGH RISK*

- Uses a weapon or threatens to use a weapon
- Mentions or displays any type of weapon in a threatening manner
- Attempts, commits, or threatens to commit destruction of property
- Attempts, commits, or threatens to commit any kind of crime of violence
- Expresses suicidal/homicidal threats or ideations

2. *Level II Threat – SIGNIFICANT RISK*

- Displays elevated argumentative behavior (escalates in tone or volume or personalizes)
- Physically acts out (takes aggressive posture, slams fist)
- Verbalizes desire to harm someone or damage or destroy property

3. *Level III Threat – LOWER RISK*

- Uses profanity directed in a threatening manner
- Makes implied threat to harm person(s) or property
- Expresses sexual or derogatory comments of a threatening nature
- Engages in belligerent behavior and refuses to cooperate (refuses to leave when asked)

IV. RESPONSE PROCEDURES

1. Response to *Level I Threat – High Risk*

The following response shall take place in the following order:

- Employee calls 911 and reports the threat
- Employee notifies Designated Person and supervisor
- Designated Person calls Incident Commander and reports the threat
- All employees cooperate with law enforcement and DHHS in any further action deemed necessary
- Employees process documentation in accordance with Section V Documentation Procedures

2. Response to *Level II Threat – Significant Risk*

The following response shall take place in the following order:

- Employee calls 911 and reports the threat
- Employee notifies Designated Person, or supervisor, and assesses impending threat

- Employee attempts to de-escalate the situation
- All employees cooperate with law enforcement and DHHS in any further action deemed necessary
- Employees process documentation in accordance with Section V Documentation Procedures

3. Response to ***Level III Threat – Lower Risk***

The following response shall take place in the following order:

- Employee attempts to de-escalate the situation
- If de-escalation techniques are unsuccessful, employee seeks assistance from supervisor or Designated Person
- All employees cooperate with DHHS in any further action deemed necessary
- Employees process documentation in accordance with Section V Documentation Procedures

V. DOCUMENTATION PROCEDURES

1. The Designated Person or Facility Coordinator shall be responsible for filing an internal DHHS Work Environment Threat Incident Report Form (Incident Report Form) for incidents at all levels.

2. The threatened employee, or any employee who otherwise becomes aware of an incident covered by this policy, shall record the details of the incident on the Incident Report Form and forward the completed form directly to the Supervisor, Designated Person or Facility Coordinator.

3. The Supervisor, Designated Person or Facility Coordinator shall send the Incident Report Form via email to the Incident Commander, the Office/Division Director, the Security Advisory Mailbox (maintained by the Facility Coordinator), local or campus law enforcement (for Level I and II threats only), and as outlined at the bottom of the Incident Report Form.

4. Incident Report Forms shall be sent immediately (no later than one business day after the incident).

5. All media inquiries shall be forwarded to the Public Information Office (PIO) for response. No employee shall represent DHHS to the media except as designated by the Commissioner.

VI. ACTION

1. The Office of Business Operations shall be responsible for reviewing the Incident Report Form and, in consultation with the Chief Legal Counsel and the applicable Office/Division Director, shall take prompt action as necessary.

2. Such action may include investigation of the incident, as appropriate and determined by the Incident Commander.

3. If appropriate, Security Alerts shall be issued by the Incident Commander and/or the Office/Division Director.
4. If appropriate, Non-Contact Letters shall be issued by Office/Division Directors and the Chief Legal Counsel and a copy of the Non-Contact Letter shall be forwarded to the Incident Commander.
5. Legal action shall be taken, as necessary, as directed by the Chief Legal Counsel.
6. The Office of Business Operations and Facility Coordinators shall be responsible for maintaining an up-to-date database of all submitted Incident Report Forms, Security Alerts, and Non-Contact Letters.
7. At the direction of the Incident Commander or designee, in consultation with Chief Legal Counsel, all Security Alerts shall be forwarded to the appropriate DHHS offices and to NHH Campus Police to ensure that all staff are appropriately informed and that all possible precautions are in place to ensure the safety of DHHS employees, residents and visitors.

VII. ALERT MODIFICATIONS / REMOVAL

1. The respective Office/Division Director shall be responsible for requesting, in writing, that the Chief Legal Counsel, as appropriate, remove or rescind a Security Alert notice and/or reinstate a client's privilege to conduct business at a DHHS facility.
2. The Chief Legal Counsel shall notify the respective Office/Division Director and Facility Coordinator/Supervisor when such a request is approved and implemented.

VIII. TRAINING

1. This policy is available on the DHHS Intranet to all employees. All DHHS employees shall be informed of this policy at the time of their initial hire and shall receive initial training on this policy and on responses to threats in the workplace. This policy shall be posted on the DHHS Intranet and updated as appropriate.
2. All employees shall receive annual training on this policy.
3. All employees shall be trained annually in the Building Evacuation Plan. All new hires shall be informed of their Building Evacuation Plan at the time of their initial hire.
4. Additional policies may exist at residential facilities. The procedures listed in this policy do not replace clinical treatment plans or more in-depth policies on incident reporting.
5. Employees of residential facilities shall receive training on this policy and on responses to threats in the workplace, as well as training specific to the policies and procedures of the residential facility.

IX. Contact Numbers

To be completed for each Office and/or Program area and distributed to employees. For each title below, include Name and Phone Number.

Incident Commander: _____

Designated Person: _____

Alternate Designated Person: _____

Bureau of Facilities and Assets Mgmt.: _____

Chief Legal Counsel: _____

Facility Coordinator: _____

Local Law Enforcement (non-emergency calls): _____

Supervisor or Manager: _____

Reference documents (available on DHHS Intranet):

- Work Environment Threats Incident Report Form
- Speedy Reference Sheet

STATE DOMESTIC VIOLENCE IN THE WORKPLACE POLICY

I. PURPOSE:

The purpose of this policy is to set forth procedures and guidelines for all State of New Hampshire employees to reduce the occurrence of domestic violence and its impact on the workplace.

II. DEFINITIONS:

A. **DOMESTIC VIOLENCE:** As defined by New Hampshire RSA 173:B the commission or attempted commission of one or more of the following acts by a family or household member, current or former sexual/intimate partner where such conduct constitutes a credible threat to the victim's safety: assault or reckless conduct, criminal threatening, sexual assault, interference with freedom, destruction of property, unauthorized entry and harassment.

B. **PERPETRATOR:** An individual who commits an act of domestic violence as defined above.

C. **VICTIM:** An individual who is subject to an act of domestic violence as defined above.

III. POLICY:

All State of New Hampshire agencies, to the fullest extent possible without violating any existing rules, regulations, statutory requirements, contractual obligations and collective bargaining agreements, shall designate and direct all state employees to follow these guidelines. The State of New Hampshire will not tolerate acts of domestic violence perpetrated by or against any employee while in state offices, facilities, work sites, vehicles or while conducting state business. This includes the display of any violent or threatening behavior by a perpetrator (verbal or physical) that is likely to result in physical or emotional injury or otherwise places a victim's safety or productivity at risk. This policy addresses the particular concerns of domestic violence and its impact on the workplace.

In response to a voluntary request by an employee who is a victim of domestic violence, the State of New Hampshire will provide appropriate support and assistance. This includes identifying a person to whom an employee can go to seek help; resource and referral information; work schedule adjustments or leave as needed to obtain assistance; and workplace relocation, if feasible. Other appropriate assistance will be provided based on individual need and availability.

The State of New Hampshire is committed to working with employees who are victims of domestic violence to prevent abuse and harassment from occurring in the workplace. No employee will be penalized or disciplined in the workplace solely for being a victim of domestic violence.

Employees who are identified as perpetrators of domestic violence are encouraged to access services through the State of New Hampshire Employee Assistance Program. They will be provided with information regarding counseling and batterer intervention resources.

Any employee who threatens, harasses, or abuses someone at the workplace, or from the workplace, using an state resources such as work time, workplace phones, fax machines, mail or other means is subject to corrective or disciplinary action, up to and including dismissal. This policy shall be interpreted consistently with the State of New Hampshire's policy prohibiting sexual harassment.

All employees need to take seriously the problem of domestic violence and its effects in the workplace. The State of New Hampshire will take all reasonable measures to foster a safe working environment for all employees.

IV. AGENCY RESPONSE:

Domestic violence occurs between people of all racial, economic, educational and religious backgrounds, in heterosexual and same-sex relationships, and between couples living together or separately, married or unmarried. Domestic violence can affect adversely the well being and productivity of employees who are victims, as well as their co-workers. Effect of domestic violence in the workplace include increased absenteeism, turnover and health care costs and reduced productivity.

All New Hampshire State agencies provide their employees with a copy of this policy and the State of New Hampshire domestic violence brochure. Employees shall read and sign a statement acknowledging the policy. As part of general orientation, each recently hired employee shall be provided with a copy of this policy and state brochure. As part of any annual evaluation process, employees shall be given a copy of this policy.

All state agencies shall ensure that employees participate in domestic violence training as provided.

Each agency shall designate an appropriate person to address domestic violence issues within that agency. This designee shall refer any employee who discloses that he or she is a victim or perpetrator of domestic violence to the State of New Hampshire Employee Assistance Program at 1-800-852-3345, extension 4336 or 271-4336.

In response to a voluntary request from a victim, all state agencies shall work with victimized employees to develop and implement individualized workplace safety plans. These plans may include, when appropriate, advising co-workers of the situation; setting up procedures for alerting security and/or the police; temporary relocation to a new work site; reassignment of parking space; escort for entry to and exit from the building; addressing telephone, fax, e-mail or mail harassment; and providing a photograph of the perpetrator and/or a copy of any existing court orders to security personnel.

All information relating to an employee's involvement in a situation relating to domestic violence, to the extent possible, should be kept confidential and should not be made part of any employee's personnel file.

When an employee needs to take time off for medical assistance, legal assistance, court appearances, counseling stemming from domestic violence, relocation or to make other necessary arrangements to create a safe situation, all state agencies should take into consideration the employee's particular situation and leave benefits.

In cases where an employee's work performance falls below expectations as a direct result of being a victim of domestic violence, the employee shall be encouraged to develop a workplace safety plan consistent with this policy and shall be provided clear information about performance expectations, priorities and performance evaluations. If a disciplinary process is initiated, special care should be taken to consider all aspects of the victimized employee's situation, and exhaust all available options in trying to resolve the performance problems, including making a referral to the State Employee Assistance Program, consistent with existing collective bargaining agreements, statute, regulations and agency policies.

If performance problems persist and the employee is terminated, disciplined or voluntarily separates from employment the employee should be informed of his or her right to appeal the agency's decision and of their potential eligibility for unemployment insurance. The agency will respond as quickly as possible to any requests for information that may be needed in the claims process. New Hampshire law, RSA 282-A:32, I(a), provides that a victim of domestic violence who voluntarily separates from employment may, under certain circumstance, be eligible for unemployment compensation benefits.

In accordance with existing collective bargaining agreements, statutes and regulations, all state agencies shall hold employees accountable under this policy who engage in the following confirmed behavior: 1) misuse state resources to commit an act of domestic violence; 2) commit an act of domestic violence from or at the workplace or from any other location while on official state business; or 3) misuse their job-related authority and/or state resources in order to negatively affect victims and/or in perpetrating an act of domestic violence; 4) threaten, harass or abuse a person at the workplace, from the workplace, or on state business using any workplace resources such as work time, workplace phones, fax machines, mail, e-mail, or other means. Agencies should consult with the appropriate personnel as needed to address other concerns relating to domestic violence in the workplace.

V. EMPLOYEE AWARENESS:

Information on domestic violence and available resources shall be posted in the worksite in places where employees can obtain it without having to request it or be seen removing it, such as employee restrooms or lounge areas. Such information shall include available resources of assistance such as the State Employee Assistance Program, local domestic violence service providers, and/or human resources personnel who are trained and available to serve as sources of information, support and referral. Information shall be made available on employee bulletin boards and included in employee newsletters, as appropriate.



COMPUTER USE AGREEMENT



July 22, 2004
Version 10.00

TABLE OF CONTENTS

1	PURPOSE	1
1.1	Authorized User	1
1.2	Computer Use Agreement Information	1
1.3	Computer Use Agreement	1
2	ACKNOWLEDGEMENT	1
3	COMPUTER USE	1
3.1	Computer Use Description	1
4	E-MAIL USE	2
4.1	E-Mail Use Description.....	2
4.2	E-Mail may be used for:	2
4.3	E-Mail shall not be used for:	3
5	INTERNET/INTRANET USE	4
5.1	Internet/Intranet Use Description	4
5.2	Internet/Intranet may be used for:.....	4
5.3	Internet/Intranet shall not be used for:.....	4
6	CONFIDENTIAL AND NON DISCLOSURE USE.....	5
7	ACCOUNTABILITY	5
8	SIGNATURE.....	6

1 PURPOSE

The purpose of this document is to establish a common and uniform agreement for all State of New Hampshire agencies and using entities regarding use of State computers, systems, and networks. For the purpose of this document, the term “agency” refers to any functioning entity of the government of the State of New Hampshire and its allied functions.

1.1 Authorized User

This Computer Use Agreement covers the following Authorized Users:

- Full or part-time employees of the State of New Hampshire
- Volunteers and interns who are authorized to use State of New Hampshire resources.
- State of New Hampshire contractors or individuals who are associated with the State who are authorized to use State of New Hampshire resources.

1.2 Computer Use Agreement Information

PLEASE READ THIS AGREEMENT CAREFULLY. IT CONTAINS IMPORTANT INFORMATION ABOUT THE DUTIES YOU MUST UNDERTAKE AND THE RULES YOU MUST ADHERE TO ONCE YOU ARE GRANTED ACCESS TO USE THE STATE OF NEW HAMPSHIRE NETWORK AND COMPUTER EQUIPMENT.

1.3 Computer Use Agreement

This document includes information on the following:

- **COMPUTER USE**
- **E-MAIL USE**
- **INTERNET/INTRANET USE**
- **CONFIDENTIAL AND NON-DISCLOSURE INFORMATION USE**

2 ACKNOWLEDGEMENT

YOUR SIGNATURE AND INITIALS ARE REQUIRED AT THE END OF THIS DOCUMENT TO ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS AGREEMENT.

3 COMPUTER USE

The network and computer equipment are State of New Hampshire property and are to be used for State business purposes only.

3.1 Computer Use Description

In consideration for the privilege of accessing and using the computer facilities, network, licensed or development software maintained or operated by any of the State entities, systems, equipment, documentation, information, reports, or data of any kind (hereinafter “Information”), the Authorized User understands and agrees to the following rules:

1. Numerous security and privacy regulations, both state and federal apply to client and business information contained in all State of New Hampshire’s information systems. Every Authorized User has responsibility to ensure the protection of Information from unauthorized access, misuse, theft, damage, destruction, modification or disclosure.

2. Any person or any use not specifically known by the Authorized User as being authorized to access or use Information shall be promptly reported to the appropriate Supervisor.
3. Information shall be used solely for the purpose of conducting official State business and all other use or access is strictly forbidden, including, but not limited to, personal or other private and non-state use.
4. At no time shall an Authorized User knowingly access or attempt to access any Information without having the express authority to do so.
5. At no time shall an Authorized User access or attempt to access any Information in a manner inconsistent with approved policies, procedures and/or agreements relating to system entry/access.
6. All Information developed while on the job utilizing State facilities or resources shall be the exclusive property of the State of New Hampshire.
7. All software licensed, developed or being evaluated by the State shall not be copied, shared, distributed, sub-licensed, modified, reverse engineered, rented or sold, and at all times the Authorized User shall use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the State.
8. Only equipment or software owned, licensed or being evaluated by the State shall be used by an Authorized User. Personal software (including but not limited to palmtop sync software) shall not be installed on any equipment.
9. At no time shall the Authorized User's share or permit use of computer password(s) or premises access card by any other person.
10. At no time shall an Authorized User leave a workstation without first ensuring that the workstation is properly secured from unauthorized access.
11. Authorized User shall report any and all violations of this policy to the appropriate supervisor promptly upon learning of such violation.

If an Authorized User's use of the network or computer system appears to be inappropriate or excessive, the appropriate technical support personnel will notify the appropriate immediate supervisor.

4 E-MAIL USE

E-Mail and other electronic communication messaging systems are State of New Hampshire property and are to be used for business purposes only. E-Mail is defined as "internal E-Mail systems" or "state-funded E-Mail systems".)

4.1 E-Mail Use Description

The State provides E-Mail service to support open communications and to exchange information. E-Mail is not encrypted and is not secure. Correspondence via the State of New Hampshire's E-Mail has no guarantee of personal privacy.

4.2 E-Mail may be used for:

- The equivalent of letters sent on official letterhead. However, the guiding principles should be relevance, brevity, and clarity and all E-mails shall be written in a professional and courteous tone.
 - If an Authorized User cannot immediately respond satisfactorily, the Authorized User should send an acknowledgement.

- Authorized Users must have approval from Agency/Office/Division head before sending out a global or broadcasting mailings (e.g., All DOT Employees, Everyone SOPS_Brown)

NOTE:

This policy shall not prevent E-Mail communications from members of the State Employees Association made pursuant to Article 3.3.1 of the Collective Bargaining Agreement. Article 3.3.1 permits use of the State's E-Mail systems for "internal Association business, provided that said mailings are clearly identified as the property of the Association." Any such communications may be made only if they adhere to the subject limitation, and are defined as Association property.

4.3 E-Mail shall not be used for:

The Authorized User understands and agrees that e-mail shall not contain or be used for:

1. Any unlawful purpose.
2. Material that may be viewed as insulting, demeaning, harassing or threatening (including sexual harassment).
3. Distribution of pornographic or obscene materials.
4. Profane or abusive language.
5. Distribution of non-business materials including but not limited to jokes, chain letters, cartoons, sound files, amusement or entertainment purposes or executables not specifically business related.
6. Creating or transmitting statements, messages, language, images, that might constitute intimidating, hostile or offensive material likely to be disparaging of others based on race, national origin, sex, sexual orientation, age, disability, religious beliefs, or political beliefs.
7. Personal business or commercial purposes.
8. Invasion of the privacy of others.
9. Any use that compromises the integrity of the systems, network, other network users, or any interruption or disruption of services or equipment.
10. Any use that reflects poorly on a State entity or the State of New Hampshire.
11. Any lobbying contact or effort in support of such contacts, or causing others to make contact with members of the legislature or legislative committees including but not limited to: preparation and planning activities; research, and other background work that is intended at the time performed, to influence the approval, modification or rejection of any legislation by the legislature of the State of New Hampshire or any committee thereof without the explicit consent of the Commissioner or their designee.
12. Misrepresentation of the Authorized User's identity, including using another's Authorized User ID and password.

Technical support personnel shall not review the content of an Authorized User's communications out of personal curiosity or at the behest of another without the required authorization. Authorized Users shall not intercept, disclose or assist in intercepting or disclosing any electronic communications, except as authorized by this policy.

Authorized Users shall move important information from E-Mail message files to shared folders and drives to ensure proper backup. Messages no longer needed shall be purged periodically from personal storage areas. Technical support personnel shall monitor storage usage and advise when limits are approaching storage limits or have been reached and purging is required.

If an employee's use of the E-Mail system appears to be inappropriate or excessive, the appropriate technical support personnel will notify the employee's immediate supervisor.

5 INTERNET/INTRANET USE

The Internet/Intranet is to be used for access to and distribution of Information in direct support of the business of the State of New Hampshire

5.1 Internet/Intranet Use Description

Authorized Users are given State provided access to Internet and Intranet resources to assist them in the performance of their jobs.

Internet/Intranet Authorized Users are responsible for all material accessed under their user ID.

5.2 Internet/Intranet may be used for:

- Communications with other State and Federal agencies and the general public.
- Communication of Information related to professional development or to maintain currency on topics of agency interest.
- Announcement of new laws, rules or regulations.
- Encouraging collaborative projects and sharing of resources.
- Fostering innovation and competitiveness within New Hampshire.
- Software for browsing is provided to Authorized Users for state related business use only.
- Personal use that conforms to restrictions outlined below and is limited to personal time.

5.3 Internet/Intranet shall not be used for:

The Authorized User understands and agrees that the Internet/Intranet shall not be used for:

1. Chat rooms, interactive games, and personal message boards.
2. Downloading graphics, sound files, video clips or other files for personal use.
3. Access to or the distribution of pornographic or obscene materials.
4. Any thing that interrupts or disrupts other network Authorized Users, services, or equipment.
5. Violations of the privacy of other Authorized Users or their data.
6. Intentional copying of any software, program(s), or data without a prior, good faith determination that such copying is permissible. (Efforts to obtain permission shall be documented.)
7. Intentional misrepresentation of yourself electronically as another, unless specifically authorized to do so by that Authorized User.
8. Intentionally developing programs designed to harass users or to infiltrate a computer or computing system and/or damage or alter the software components of same.
9. Fund raising or public relations activities not specifically related to State business.
10. Any purpose not directly related to the mission or intent of the agency.

If an employee's use of the Internet/Intranet appears to be inappropriate or excessive, the appropriate technical support personnel will notify the employee's immediate supervisor.

6 CONFIDENTIAL AND NON DISCLOSURE USE

State of New Hampshire's Information shall be classified as "Confidential" unless otherwise specified and shall be protected from unauthorized disclosure.

Under no circumstances shall an Authorized User disclose to the public, or to any other individual, any confidential information pertaining to the offices or departments serviced by the Office of Information Technology.

7 ACCOUNTABILITY

All Authorized Users of the State of New Hampshire shall adhere to this Computer Use Agreement.

The State of New Hampshire and its agencies reserve the right to monitor, to check system performance to ensure computers, systems, and networks are used properly and to restrict activity on the network as appropriate. Individual Authorized Users may not have a personal expectation of privacy for any information they create or receive utilizing State of New Hampshire's IT resources.

The Authorized User shall be cognizant of the fact that the same laws, regulations, and requirements regarding protection, withholding, and disclosure requirements of the *Freedom of Information, Privacy and Federal Records Acts* cover federal government electronic records, including E-Mail.

In the event there is a question, each Authorized User shall check with supervisors or designated management individual to determine whether particular information is classified as confidential.

Each Supervisor or designated management individual is to provide Authorized Users with instruction on maintaining the security of records and the proper release of information in records.

Violations may result in the loss of computer privileges, the institution of appropriate disciplinary proceedings, which may include a reprimand, suspension, termination from employment, a civil claim for damages or a criminal prosecution under the relevant state and federal laws including New Hampshire RSA 638.17, et seq., <http://www.gencourt.state.nh.us/rsa/html/lxii/638/638-17.htm> relating to the prosecution of computer crime.

It is the responsibility of each agency to enforce all policies contained in this Computer Use Agreement.

8 SIGNATURE

I hereby acknowledge I have received, reviewed, and completely understand all the information in this Computer Use Agreement document as it relates to the following and all elements described under Section 7, *Accountability*:

- **COMPUTER USE**
- **E-MAIL USE**
- **INTERNET/INTRANET USE**
- **CONFIDENTIAL AND NON-DISCLOSURE INFORMATION USE**

Signature Line

Date

Print Name Here (Authorized User)

Approved by:

Nicholas Toumpas (Signature on file at the Brown Human Resource Office)
Commissioner of DHHS

State of New Hampshire - Department of Health and Human Services
Bureau of Elderly and Adult Services (BEAS)
STATE REGISTRY CONSENT FORM
(*RSA 161-F:49)

Employer Information

I hereby authorize the release of any adult or child abuse, neglect, and/or exploitation record that you may find concerning me to: (***This portion must be filled out in order to be processed.***)

Employer Name: _____

Mailing Address: _____

City/State/Zip: _____

Telephone: _____ Fax: _____

Employee Information

PLEASE PRINT IN CLEAR BLOCK LETTERS

(If content is illegible, it will be stamped "Unable to Process" and returned.)

Last Name: _____ First Name: _____ Middle Initial: _____

Mailing Address: _____ City/State/Zip: _____

Telephone: _____ Gender: Female Male

Also known by the following names (Maiden Name, etc.):

Last Name _____ First Name: _____ Middle Initial: _____

Last Name _____ First Name: _____ Middle Initial: _____

Date of Birth: Month ____ Day ____ Year ____ Social Security # : _____
(Optional)

Position: _____ Select one: Applying Current Position
 employee consultant volunteer vendor other _____

I understand that the information disclosed and provided by BEAS under this request and release authorization is intended for use by the above name employer in conjunction with my employment/volunteering.

Employee Signature _____ Date _____

Witness Signature _____ Date _____
(REQUIRED)

Fax to: (603)271-6875

Or **Mail** to: BEAS State Registry, 129 Pleasant St., Brown Bldg., Concord, NH 03301-3857

*This record check pertains only to findings made on or after July 1, 2007 pursuant to RSA 161-F:49



New Hampshire Department of Safety
DIVISION OF STATE POLICE
 Central Repository for Criminal Records
 33 Hazen Drive, Concord, NH 03305

CRIMINAL RECORD RELEASE AUTHORIZATION FORM

SECTION I

PLEASE TYPE OR PRINT CLEARLY, ALL INFORMATION IN THIS SECTION **MUST BE COMPLETED**

NAME _____
LAST (MAIDEN / ALIAS) FIRST MI

ADDRESS _____
STREET CITY STATE ZIP CODE

DATE OF BIRTH _____ HAIR COLOR _____ EYE COLOR _____ SEX _____

DRIVER LICENSE NUMBER _____ STATE _____

PURPOSE FOR RECORD: Housing Employment Annulment/Expungement Other INTERNSHIP
Specify

My below signature certifies that I am the individual listed above and that the information provided is true.

YOUR SIGNATURE: _____ DATE _____
Signed under penalty of unsworn falsification pursuant to RSA 641:3.

SECTION II

IF RECORD IS TO BE MAILED **TO YOU, OR** RECEIVED BY SOMEONE OTHER THAN YOURSELF,
ALL OF SECTION II MUST BE COMPLETED

I hereby authorize the release of my criminal record conviction(s), if any, to the following individual:

DCYF Interns/Department of Health & Human Services

NAME OF PERSON / FIRM TO RECEIVE RECORD _____

ADDRESS 1056 North River Road Manchester NH 03104
STREET CITY STATE ZIP CODE

YOUR SIGNATURE _____ DATE _____

NOTARY'S SIGNATURE _____ DATE _____
(Affix Seal) (Comm Exp.)

 SIGNATURE OF PERSON / FIRM TO RECEIVE RECORD

NOTE: A \$10.00 fee is required for each request - make checks payable to: State of NH – Criminal Records