This Handbook is intended to provide interns, universities and DSS staff with general information about Mecklenburg County Department of Social Services’ Internship Program policies, procedures, benefits, and field placement assignments.
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About Mecklenburg County Department of Social Services

Programs and services provided by the Mecklenburg County Department of Social Services are funded through federal, state and county revenues, in addition to grants and other donations, to meet the community’s priorities as defined by the Board of County Commissioners.

Our Mission

The mission of the agency is to provide economic and social services to sustain and/or improve the quality of life for Mecklenburg County citizens.

Our Vision

The vision of the agency is to be an involved and recognized leader in human services, valued by our stakeholders because of our needs-based customer focus in the delivery of services. We will help create a resilient community by proactively investing in our employees, operations and services, and by developing impactful relationships for the benefit of our customers.

Purpose:

The purpose of the Mecklenburg County Department of Social Services Internship Program is to provide a high quality learning experience for higher education level of students from various educational institutions and degrees of interest.

Students will have the opportunity to:

- Understand and put into practice the mission, goals and objective of the Department of Social Services.
- Learn how social services are applied in one of the following settings: Business Affairs, Community Resource, Economic Services, Adult Services and Youth and Family Services.
- Be treated as a part of the Department of Social Services team.
- Observe and perform specific job functions related to the division assigned to.
- Participate in agency-wide meetings as well as team meetings within their division.
- Participate in required agency and/or divisional trainings.
- Process information and give feedback.

Agency Benefits:

The Internship Program simultaneously benefits the agency by providing:

- Assistance to the supervisor or staff throughout the agency
- The opportunity to view a student’s work performance
- Potential hiring forum for all divisions
- A potential future employee who has a two-year commitment to a child protective service agency [if student is a part of the Child Welfare Education Collaborative Program or has completed Child Welfare in N.C. (i.e., “Pre-Service” training)].
Division Areas

Business Affairs Division

The mission of the Business Affairs Division is to lead the pursuit of more efficient and effective economic and social services to help the department achieve its strategic vision. Units in this division provide centralized business support services to the four other DSS divisions. An intern could be assigned in one of the following areas:

- Contract Administration
- Customer Relations
- Policy Affairs
- Research, Planning and Evaluation
- Compliance and Quality Assurance
- Fraud / Program Integrity
- Building Services

Economic Services Division

The Economic Services Division administers federal- and state-mandated programs for eligible families. The following is a list of programs administered:

- Food & Nutrition Services
- Medicaid for Families and Children
- North Carolina Health Choice
- Adult Medicaid
- Work First Family Assistance
- Work First Employment Services
- First Floor Services
- Customer Connection Call Center:

Services for Adults

This division provides services for and information to older and/or disabled adults. The division’s goal is to enhance our customers’ self-sufficiency and accessibility to available resources. The following is a list of services offered:

- Adult Protective Services
- Mecklenburg Transportation
- Senior Citizens Nutrition Program
Community Resources Division

Community Resource Division works to remove barriers to ensure people with safety, security and well-being needs receive the services they need. We actively collaborate with faith- and community-based organizations to support DSS customers as well as those who are not eligible for DSS services.

- Community Social Work
- Emergency Food Assistance
- Student Internship Program
- Volunteer Program
- Resource Specialist
- Faith Partnership
- Speaker’s Bureau
- Subsidized Employment
- Contracted Services
  - In-Home Aide
  - Adult Day Care
  - General and Emergency Assistance
  - Child Care Services

Youth and Family Services

The Youth and Family Services Division provides services and information to protect children by strengthening the capacity for self-sufficiency of families whose children’s health, welfare and safety are at risk. The following is a list of areas an intern could be assigned to:

- Intake Services
- Child Protective Services Investigations
- Family Interventions
- Permanency Planning
- Adoptions
- Resource Development
American Disabilities Act Statement

Mecklenburg County will comply with the Americans with Disabilities Act (ADA) which prohibits discrimination on the basis of disability. Mecklenburg County will make reasonable accommodations in all programs to enable Participation by an individual with a disability that meets essential eligibility requirements. Mecklenburg County programs will be available in the most integrated setting for each individual. If any accommodations are necessary for participation in any program or service, participants are encouraged to notify staff at least one week prior to program commencement. Upon request, this information is available in an alternative format for persons with disabilities.

Equal Opportunity

Mecklenburg County Department of Social Services is an Equal Employment Opportunity Employer and conducts its personnel practices in compliance with all-applicable state and federal laws. This organization is committed to the principle that all internships and intern decisions shall be made on a non-discriminatory basis, without regard to an applicant's or intern’s race, color, sex, religion, national origin, age, disability, or veteran status. All management and supervisory personnel have a continuing responsibility for administration and compliance with this policy.

Policy Statement:

It is the policy of the Department of Social Services to provide relevant learning opportunities for identified students through the process of student internships. All students will come from higher educational institutions and will be interviewed prior to being accepted.

The internship is intended to develop direct understanding and experience in the social service field as well as the other divisions that the Department of Social Services impacts; thereby exposing the student to organizational cultures, management systems, operations and resources, programs, services and target populations. Such knowledge, skills, abilities, and experiences will continue to develop and grow as each student graduates and becomes a life-long learner.

Policy for Employee (Internal Requirements) Interns

- Employees must meet the same affiliated school requirements that are expected of external interns.
- Employees will be required to work the job and hours for which they were originally hired.
- Employees must seek approval with supervisor, manager and division director before a final work plan can be implemented to facilitate the employee’s internship schedule. This can include a flex schedule.
- There should be no disciplinary actions in the employee file and there should be no “Needs Improvement” on the annual review.
- Employee intern will be allowed to use vacation time if needed to make up the difference in hours to maintain employment status.
- If employee goes into leave without pay status, benefits will have to be paid by employee and time with the county will be adjusted upon their return to full employment. Regular process must be followed and approved prior to this beginning.
- Employees cannot intern within their current position and under their current supervisors.
- The affiliated schools work based policy for the internship will be followed.
Position or Groups Affected:

This policy applies to students and employees requesting an internship with the Department of Social Services.

Procedure:

1. All inquiries regarding DSS internships should be forwarded to Community Resource Division.
2. The potential intern submits a resume and completed packet through the representative from the approved institution. The university also provides the background check on the potential applicant. If background check is not available by the school, the Department of Social Services will provide it.
3. Supervisors are identified in advance. A scheduled meet and greet will introduce the students and supervisors. Each student/supervisor will interview at least four potential matches. Questions will be supplied to each candidate and supervisor. Every effort will be made to match candidates to the student/supervisor of choice. In the event that the meet and greet cannot be attended separate interviews will be set up.
4. Background checks will be considered individually in relation to the position applied for. While criminal history will not be an automatic denial of placement, it will be considered as a relevant factor in the determination of field placement by the Beverly Hinson, the DSS Internship Coordinator. The following will be utilized as criteria when evaluation previous criminal history record that reveals one or more convictions of a relevant offense. Backgrounds checks will be completed before the meet and greet. The following will be taken into consideration when placing potential interns at the Department of Social Services:
   a. The level and seriousness of the crime
   b. The date of the crime
   c. The age of the person at the time of the conviction
   d. The circumstances surrounding the commission of the crime, if known.
   e. The nexus between the criminal conduct of the person and the job duties of the position to be filled.
   f. The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed.
   g. The subsequent commission by the person of a relevant offense.
5. Once the students/supervisors interview and matches are completed, acceptance will be communicated to both. The institution will be notified that a match has been made.
6. The signed agreement between the supervisors, the students and the institution will be maintained in the students folder, along with a copy of their resume and background check. Student files will be housed with the Internship Coordinator. This will be in the designees file. The signed agreement will state the days/hours of the internship.
7. Orientation for supervisors will be provided by the institution that the student attends.
8. Department of Social Services, Human Resources Department will provide the orientation to the students; the division that the student is placed within will be responsible for orientating the student further.
9. The Human Resources Department will have the students sign the confidentiality form, IT agreement and the badge form. The Human Resources Department is also responsible for obtaining badges for the interns and securing access to the building that the student is assigned to.
10. Supervisors will be responsible for securing space for the intern before their start day as well as the security clearance needed to access email and programs required to complete their internship assignments.

11. Supervisors will provide the evaluation of the intern and will help provide final grade for students. The supervisors will include intern in needed and required training that fellow staff have to participate in. The documentation will be submitted and placed in their folder.

**Internship Program Completion**

1. The supervisor has the authority to discontinue placement if they determine the intern is not performing satisfactorily or is interfering with the Department’s operations. The supervisor will inform the intern of discontinued placement and will notify the Internship Coordinator who will notify the college/university.

2. The supervisor provides the Internship Coordinator a copy of the field placement evaluation with written comments.

3. The supervisor will provide students with a letter of recommendation upon completion of a successful internship.

4. The supervisor provides the Internship Coordinator any information on the intern to be kept on file.

**Agency’s Portal of entry is Community Resource Division**

- Primary Contact – Beverly Hinson (704-336-4545), Community Resource Partnership Services Liaison
Timeline

January
- Determine the number of intern opportunities for the upcoming school year.
- Spring semester students begin intern placement.

February
- Internship Coordinator receives completed packets from participating Universities.
- Identify Field Instructors for assignment.
- Current Interns and Field Instructors attend quarterly meeting with Internship Coordinator.

March
- Host Meet and Greet the third week in March.
- Internship Coordinator provides Field Instructors with assignment information.

April
- Assign interns to identified Field Instructors.
- Complete letter of agreements with participating Colleges/Universities.
- Current Interns and Field Instructors attend quarterly meeting with Internship Coordinator.

May
- Intern Graduation Ceremony and program evaluations are completed.
- End of the Year Field Instructors meeting with Internship Coordinator.
- Field Placement begins for MSW Advanced Standing and 2nd Year Students begin field placement.

June
- New Field Instructor Training.
- Complete Field Instructor Profile Sheet.

June
- Complete DSS intern needs assessment by survey SET members

August
- Supervisors secures work area, phone, and computer access/login for interns.
- Field placements begin (schedule is based on school’s semesters from August to May).
- Host intern orientation – identification badges will be made and distributed.

September
- Annual meeting with University Department Leaders and DSS Director.
- Current Interns and Field Instructors attend quarterly meeting with Internship Coordinator.

December
- Current Interns and Field Instructors attend quarterly meeting with Internship Coordinator.
Intern Application (Appendix A)

✓ Application and all pertinent forms completed
✓ Background Check
✓ Provide copy of driver’s license
✓ Transcripts
✓ Resume
✓ Three Reference Letters

Recruitment

✓ Communicating with college/Universities: Meet with key contacts (i.e., Chairs of School/Department of Social Work, Directors of Field Education, etc.) to provide information pertaining to internship opportunities at the Department of Social Services. (Appendix B)

Presentation to colleges/universities should include the following information:
- Welcome and Introductions (Distribute packets containing Intern Program brochure, Division brochures and contact information)
- Overview of Department of Social Services Departments and placements
- Utilization of Interns
- Application Process
- Q & A

✓ School Visits: A DSS employee who is also an alumnus from the respective college/university will accompany the Internship Coordinator. This presentation will include distribution of marketing materials, DSS structure and service areas, reform efforts, field placement program structure and benefits, application process and time for Q & A.

✓ Interviews: Applicants are interviewed in the spring by having a “Meet and Greet” social. (Appendix C) Assessment of candidates includes:
- Identifying affiliation with an approved college/university.
- Completion of Pre-Service training or approved Collaborative Pre-Service training.
- Three letters of reference.
- Criminal background and in-house record checks
- Review transcript, noting classes take and grade point average.
- Structured assessment through the Meet and Greet.
Orientation of Interns

✓ Interns will attend an orientation to obtain detailed information pertaining to the history of the Mecklenburg County Department of Social Services.

✓ Intern Orientation: Interns will also participate in a half-day orientation. The following is an outline of the Intern Orientation:

- Welcome and Introductions
  - Agency intern assignment, maps, etc.
  - Badges/ access key cards
  - Phone list and contact numbers
  - Parking

- Expectations
  - Dress code and hours- Human Resources
  - Confidentiality issues- Human Resources
  - Safety concerns- Safety Team Representative
  - Transportation concerns
  - Supervision meetings with Field Instructor - Monthly
  - Group meetings- Quarterly
  - Learning contracts

- Field Instructor Introductions

- Questions/Answers/Comments

Monitor Progress of the Interns

✓ Supervisory Outline for Interns: A three-stage outline distributed to both the intern and assigned supervisor provides goals and offers direction throughout the Internship period. (Appendix E)

✓ Monthly monitoring through feedback from Interns
  - The DSS assigned supervisor will ensure that the monthly feedback form is completed. This form can be provided by the college/university or the DSS “monthly progress report” (Appendix F)
  - Review feedback from the assigned supervisor.
  - Random contacts between the college/university and the agency’s Internship Coordinator may also occur as needed.

Graduation Ceremony
At the conclusion of the field placement experience, interns will participate in a graduation ceremony to provide the opportunity to recognize accomplishments and contributions, as well as an opportunity for fellowship between the interns and the staff with whom they have worked.
Appendix A (1)

Mecklenburg County Department of Social Service
Internship Program Application

Name: ____________________________________________________________
                      (Last)                                      (First)                               (Middle)

Address: _________________________________________________________
                      City/State/Zip Code

Phone: (H)________________________(W)________________________(C)________________________

Emergency Contact: ______________________________________________
                      Address: ___________________________________________
                      City/State/Zip Code

Phone: (H)________________________(W)________________________(C)________________________

Current degree program, school, anticipated graduation month/year:

____________________________________________________________________

Cumulative Grade Point Average (GPA): _________________________________

Grade Point Average in field of study: _________________________________

Name of Placement Advisor and phone number: ___________________________

School deadline for internship acceptance: ______________________________

Specific area of interest for internship: _________________________________

Date internship: Begin ___________ Ends _________________

Total number of internship hours needed: ___________ Hours per week: ___________

Days and times available: _________________________________________

Are you willing to use your personal vehicle for internship-related travel? Yes_______  No_____

* In the past five years, have you been convicted of a misdemeanor (including traffic violations)?
Yes____________    No____________

If yes, give dates and details: _________________________________________

____________________________________________________________________

* Have you ever been convicted of felony? Yes____________  No____________

If yes, give dates and details: _________________________________________

____________________________________________________________________
Appendix A (1) continue

Do you have pending charges against you? _____ None _______ Misdemeanor _______ Felony
If yes, give details: ____________________________________________________________

* This information will be verified. Affirmative answers will not necessarily exclude you from internship; however, the information will be considered insofar as it relates to the assigned areas of your internship.

Please list three references. **Indicate Personal or Professional.**

1. ____________________________________________________________
   Name and phone number(s): work, home, and/or cell

2. ____________________________________________________________
   Name and phone number(s): work, home, and/or cell

2. ____________________________________________________________
   Name and phone number(s): work, home, and/or cell

The following information must accompany the internship application:

- Transcript noting Overall GPA and Field of Study GPA
- Current Résumé, including other professional certifications, licenses, diplomas or degrees and school or agencies granting them
- List of Skills, Strengths and Growth Areas as they would apply to your internship
- A one page statement of why you are interested in completing your internship at Mecklenburg County Department of Social Services.
- Three Letters of Reference
- Copy of your driver's license
- Acknowledgement Form
- Restricted Case Record Declaration

The information supplied by me in this application is complete and true to the best of my knowledge. I understand any misstatement, misrepresentation or omission of material facts shall cause forfeiture of all rights to internship in the municipal service of Mecklenburg County.

I recognize the need for Mecklenburg County to examine and verify information pertaining to my qualifications for volunteer service and/or internship program and hereby freely consent to allowing Mecklenburg County to verify the information contained herein. I further authorize the release of such information to the County for application verification purposes and to verify the above information.

By my signature below, I understand that all occupants of city owned or city insured vehicles shall wear safety belts while the vehicle is in operation. This provision shall also apply to leased or personally owned vehicles used for county business.

Signature: ___________________________________ Date:  __________________

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*Return completed application and requested information to:*

**Department of Social Services: Community Resource Division**
301 Billingsley Road
Charlotte, NC 28211
**ATTN: Beverly Hinson – Internship Coordinator**
(704) 336-4545 Fax: (704) 336-8046
Beverly.Hinson@mecklenburgcountync.gov
MECKLENBURG COUNTY DEPARTMENT OF SOCIAL SERVICES

Acknowledgement Form for Interns

In consideration of the Mecklenburg County Department of Social Services providing me with an internship, I acknowledge the following terms and conditions related to the internship:

- The internship will commence on or about __________ and end on or about __________.
- During my internship, I will receive guidance and direction from the program supervisor or his or her designee.
- I acknowledge that it is my responsibility to comply with all internship requirements of (College/University) in order to receive academic credit and to inform my internship supervisor of these requirements.
- Due to my status as an intern, I will not be an employee of the County for any reason, nor should I be considered an employee, and I acknowledge that I am not entitled to any compensation, incidents of employment, and/or benefits provided to County employees.
- I acknowledge the need and agree to comply with all local, state and federal regulations governing the Department’s programs as well as with all internal Department requirements.
- The agency will try to offset the travel expense incurred by the intern with a stipend. This may not fully compensate the intern for the use of their personal vehicle.
- I acknowledge and agree that the Department reserves the right to terminate this internship if I am not fulfilling its requirements or incur in violation of Department or Mecklenburg County regulations.

Intern’s Name: (Please print) ____________________________________________________________

Address: __________________________________________________________________________

City ___________________________ State _________ Zip Code ____________________________

Student Intern Signature and Date ____________________________________________________________________________

Internship Supervisor Signature and Date ____________________________________________________________________________
MECKLENBURG COUNTY DEPARTMENT OF SOCIAL SERVICES

Restricted Access Case Record Declaration

In the interest of preserving confidentiality and the rendering of objective, impartial, non-preferential agency services, all persons having access to client case records are required to state whether they, or any relatives or close friends are receiving or have received financial or other services through Mecklenburg County Department of Services. The Department will take appropriate measures to ensure the confidentiality of such records.

Are you receiving now, or have you applied for or received in the past, any financial or other services from this agency, which might have resulted in a case record that should be pulled and maintained in a confidential file? Yes _____ No _____

If yes, please list the name and any other identifying information necessary or locating and pulling the file:

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

To the best of your knowledge, do we have case service records, either opened or closed, on any relatives or close acquaintances of yours, which, for reasons of professional ethics, you should not have access to? Yes _____ No _____

If yes, please list names, relationship and other identifying information necessary for locating the files:

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

Please sign and return this form to Volunteer Services office even if you have answered no to the above questions.

Signed:_________________________ Date:_________________________

Intern/Volunteer
COLLABORATIVE / NON-COLLABORATIVE PARTNERSHIPS

Collaborative Universities

- “Collaborative” have an accredited North Carolina Social Work Program pursuant to the Council on Social Work Education.
- Their Social Work Program covers specific Pre-Service training requirements established by the Division of Social Services.
- “Collaborative” students can be hired by Youth and Family Services and Pre-Service is waived.
- A list of NC Collaborative Scholar Program Universities:
  
  Collaborative Scholar Programs:
  Appalachian State University (BSW)
  East Carolina University (BSW & MSW)
  Fayetteville State University (MSW)
  North Carolina State University (BSW)
  The Joint MSW Collaborative Scholar Program (MSW)
  NC A&T SU, and
  The University of North Carolina at Greensboro
  The University of North Carolina at Chapel Hill (MSW)
  The University of North Carolina at Charlotte (MSW & BSW)
  The University of North Carolina at Pembroke (BSW)
  The University of North Carolina at Wilmington (BSW)
  Western Carolina University (BSW & MSW)

Non-Collaborative Universities

- “Non-collaborative” universities have a Social Work Program accredited pursuant to the Council on Social Work Education.
- Their Social Work Program does not cover Pre-Service training requirements
- “Non-Collaborative” BSW students must take Pre-Service training through the State and can not be hired after graduation without one year’s experience.
- A partial list of past partnerships include:
  
  Gardner Webb University
  Johnson C. Smith University
  Queens University
  University of South Carolina
Appendix B (2)

College/University Field Education Contacts
(Identified in March 2011)

**Appalachian State University**
Gail Leedy
*Chair of Social Work Department*
9 H Chapell Wilson Hall
Boone, NC 28608
Ph: 828-262-6477
leedyg@appstate.edu

Heather Thorp
*Field Education Coordinator*
828-262-6389
thorpha@appstate.edu

**Bennett College**
Ambrous Jacobs
*Chair of Department of Political Science and Social Work/Sociology*
900 E. Washington Street
Greensboro, NC 27401
Ph: 336-517-2187
ajacobs@bennett.edu

**Fayetteville State University**
Terri Brown
*Chair of Social Work Department*
1200 Murchison Road
Fayetteville, NC 28301
Ph: 910-672-1210
tmbrown@uncfsu.edu

Denise Lucas
*Director of Field Education*
Ph: 910-672-2287
Dlucas5@uncfsu.edu

Dorrance Kennedy
*Assistant Director of Field Education*
Ph: 910-672-2549
Dkenned2@uncfsu.edu

**Johnson C. Smith University**
Dezette Johnson
*Field Coordinator – Department of Social Work*
100 Beatties Ford Road
Charlotte, NC 28216
Ph: 704-378-1163
dzjohnson@jcsu.edu
Livingstone College
Dr. Timothy Okeke
Chair of Social Work Department
Price Building # 304-C
701 West Monroe Street
Salisbury, NC 28144
Ph: 704-216-6920
tokeke@livingstone.com

NC A & T University
Dr. Arnold Barnes
Co-Director, Joint Masters of Social Work Program
206-C Gibbs Hall
Ph: 336-285-2293
abarnes@ncat.edu

Field Instruction – Masters Program
Phyllis Latta
Ph: 336-334-7197
phlatta@ncat.edu

North Carolina Central University
Vanessa Hodges
Chair of Social Work Department
1801 Fayetteville street
Durham, NC 27707
Ph: 919-530-6287
Hmoore6@nccu.edu

Lorraine Graves
Director of Field Education
Ph: 919-530-6024
lgraves@nccu.edu

UNC-Chapel Hill
Dr. Jack Richman
Dean of School of Social Work
Tate-Turner-Kuralt Building
301 Pittsboro Street CB# 3550
Chapel Hill, NC 27599
Ph: 919-962-5650
jrichman@email.unc.edu

Field Instruction
Rebecca Brigham
Ph: 919-962-6532
brigham@email.unc.edu
"One Team, Many Services"

Appendix B (3)

**UNC-Charlotte**
Dr. Dennis Long  
Chair of Social Work Department  
9201 University City Blvd  
Charlotte, NC 28223  
Ph: 704-687-4072  
ddlong@uncc.edu  

Susan Marchetti  
Director of Field Education  
Ph: 704-687-7932  
Smarche3@uncc.edu  

Amy Barsanti  
Assistant Director of Field Education  
Ph: 704-687-7930  
abarsanti@uncc.edu  

**UNC-Greensboro**
Elizabeth Lindsey  
Chair of Social Work Department  
P.O. Box 26170  
Greensboro, NC 27402  
Ph: 336-334-5210  
elindsey@ung.edu  

Janet Kanode  
Field Education Coordinator  
Ph: 336-334-5210  
jhkanode@ung.edu  

**UNC-Pembroke**
Dr. Sherry Edwards  
Chair of Department of Sociology, Social Work and Criminal Justice  
P.O. Box 1510  
Pembroke, NC 28372  
Ph: 910-521-6476  
Sherry.edwards@uncp.edu  

Cindy Edwards  
BSW Field Coordinator  
Ph: 910-775-4382  
cindy.edwards@uncp.edu  

Kay Locklear  
MSW Field Coordinator  
Ph: 910-775-4269  
Alicek.locklear@uncp.edu
Winthrop University
Ron Green
Chair of Social Work Department
130 Bancroft
Rock Hill, SC 29733
Ph: 803-323-2646
greenr@winthrop.edu

Linda Ashley
Director of Field Education
Ph: 803-323-2787
ashleyl@winthrop.edu

University of South Carolina
Dr. Dennis Poole
Dean of College of Social Work
112 Thornwell Annex
Columbia, SC 29208
Ph: 803-777-4886
dpoole@mailbox.sc.edu

Jim Ward
Director of Field Education
Ph: 803-777-5293
jimw@mailbox.sc.edu

Jordan Institute for Families
Evelyn Williams
UNC-Chapel Hill
School of Social Work
CB#3550, 301 Pittsboro Street
Chapel Hill, NC 27599
Ph: 919-962-6437
ewms@email.unc.edu

Children’s Services Staff Development
Teresa Turner
N.C. Division of Social Services
2412 Mail Service Center
325 N. Salisbury Street, Suite 735
Raleigh, NC 27699
Ph: 919-733-7674
Teresa.turner@ncmail.net
MEET AND GREET
Supervisor Questions

Intern: ______________________________ Date: ___________________________
Field Placement Supervisor: ______________________________

1. What is reason you are interested in an internship with the Department of Social Services and with this population?

2. What do you know about this agency and population?

3. Describe work or paid experiences that have helped prepare you for your internship?

4. What would you like to learn from your internship?

5. What strengths would you bring to the internship? What would be areas for growth?

6. Describe your written and oral communication skills.

7. Do you work better with formal or non formal supervision?

First choice intern ______________________________
Second choice intern ______________________________
MEET AND GREET

Intern

Intern: ______________________________    Date: ___________________________

Field Placement Supervisor: ______________________________

1. What is your teaching/supervisory style like?

2. How many cases would students be assigned?

3. What are 3 typical activities that I would participate in while at field placement?

4. What would my first day be like? Will there be orientation?

5. Will there be any evening hours or expectations to come to the agency on non-field days?

6. What learning opportunities would I have at this placement?

First choice supervisor ______________________________

Second choice supervisor ______________________________
Interview Questions

1. Why did you choose Mecklenburg County Department of Social Services for your internship experience?

2. What do you know about DSS and those we serve?

3. What would you like to accomplish with this internship?

4. What are your expectations of your internship Field Instructor?

5. What are some of the reasons Social Work is important to you?

6. Cultural diversity and citizenship verification are important concepts in the human services arena. What is your philosophy about these issues?

7. What objectives have you set for this year, what steps have you taken to ensure you are on track, and finally, how do you plan to balance school, work, and home-life?

8. What is your greatest strength?

9. What motivates you?

10. Tell about a particularly stressful time you recall at school or work and how you handled it.
Appendix D

Identify Supervisor Assignments

- Contact Social Service Managers and Supervisors by phone to see if they are interested in having an intern. Considerations: intern's area of interest (if known), matching strengths and needs, matching alumnus to intern, etc.
- Field Supervisors will be identified by February. Once delegated, the responsibility would be recognized as an “accomplishment” on the supervisor’s ARD.
- Colleges/Universities will require that the assigned supervisors attend their specific trainings.
- The agency will also require all assigned supervisors attend Intern Orientation.

Utilization of Social Work Interns

Activities included, but not limited to:
- Observe service units within the organizations and interactions with community groups
- Partner with a supervisor or social worker to assist with open cases of low or moderate risk.
- Shadow a social worker from conflict and/or sex abuse units...
- Observe and conduct a step by step process of the family assessment and investigative process of CPS.
- Observe intake services and how cases are screened in and out.
- Assist in developing reports such as family history, preliminary service agreements, or court summaries.
- Provide educational information to the client (safety-proofing the home, resources on family assistance.)
- Assist in visitation of children with families.
- Conduct home and school visits
- Provide regular contact with the family to monitor their situation.
- Provide assistance during the petitioning process.
- Assist in domestic violence assessments with a social worker.
- Participate in agency trainings.
- Conduct presentations to staff with supervisor approval/assistance.
- Coordinate and produce a group/special project as approved by the internship program owner.
- Visit all GEO Districts at least one time during the time of placement.
- MSW students can initiate investigations.
- MSW students can carry a caseload.

Interns can not be utilized in the following ways:
- BSW students can not initiate investigations
- Handle high risk cases (they can assist the social worker)
- Utilize a county car
- Transport children
- Interns can not under any circumstances go over stateliness unless accompanied by a YFS employee in a county car.)
- No case assignments to BSW students.
SUPERVISORY OUTLINE FOR SOCIAL WORK INTERNS

Stage 1: The goal is to develop the relationship, assess competencies, educate, and monitor early experiences.

<table>
<thead>
<tr>
<th>Supervisor</th>
<th>Intern</th>
</tr>
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<tbody>
<tr>
<td>Assume primary responsibility and offer encouragement.</td>
<td>Seek and accept direction.</td>
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<tr>
<td>Assess intern’s strengths and weakness in areas of training experience,</td>
<td>Discuss perception of strengths and weaknesses with supervisor.</td>
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<tr>
<td>clinical competence (assessment, direct treatment, and interpersonal style).</td>
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<tr>
<td>Use intern assessment information and Learning Agreement to develop goals</td>
<td>Provide supervisor with information requested.</td>
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<td>with the intern.</td>
<td>Review and sign contracts and supervisory agreements.</td>
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<tr>
<td>Review and sign Learning Agreement and other supervisory agreements</td>
<td>Set supervision goals in collaboration with supervisor.</td>
</tr>
<tr>
<td>Critically review each of the intern’s prospective clients for appropriate</td>
<td>Practice safe and prudent client contact within the structure provided by</td>
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<tr>
<td>placement.</td>
<td>supervisor.</td>
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<tr>
<td>Set supervisory goals collaboratively with intern.</td>
<td>Review policies and procedures for practice and seek clarification.</td>
</tr>
<tr>
<td>Review policies and procedures of practice (address ethics, confidentiality,</td>
<td>Be willing to take risks and practice within the boundaries of the supervisor relationship.</td>
</tr>
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<td>and emergency procedures).</td>
<td>Question and hypothesize</td>
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<tr>
<td>Educate intern in areas of need to include ethics, liability, and assessment, organization of information, documentation and therapeutic skills.</td>
<td>Provide information to supervisor regarding wants and expectations of supervision.</td>
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<tr>
<td>Provide direct and consistent observation of therapy.</td>
<td>Recognize that anxiety is normal and discuss concerns with supervisor.</td>
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<tr>
<td>Limit autonomy until competence in performance is evidenced.</td>
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<tr>
<td>Provide direct feedback often and combine with information and practice as</td>
<td></td>
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<tr>
<td>needed.</td>
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<tr>
<td>Be available for direct intervention in critical incidents (with intern and clients.)</td>
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<tr>
<td>Review and approve all documentation. (Assist in writing if needed.)</td>
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</tr>
<tr>
<td>Document supervisory activities.</td>
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</tr>
</tbody>
</table>
Stage 2: The goal is to transition from dependency to independent practice. This stage is often characterized by a struggle in the supervisory relationship as interns want to move forward and supervisors want to tread carefully.

### Supervisor
- Role-play, provide ethical dilemmas, play devil's advocate, and design "what if" scenarios for intern to explore and discuss.
- Suggest various theoretical approaches for each given case.
- Facilitate discussion of various treatment alternatives.
- Assist intern in choosing a sound course of action.
- Provide intern with opportunities to discuss client and present problems from intern's perspective.
- Share responsibility with intern.
- Monitor by direct observation, documentation, review and self-report.
- Create opportunities for intern to seek answers (be prepared to assist.).
- Serve as a resource and reference for materials, problem-solving, and practice.
- Encourage intern to present cases in a collaborative manner.
- Collaboratively make decisions about how much time to spend on each case.
- Share responsibility for the supervision session structure.
- Reduce directive stance and encourage democratic decision-making.
- Provide formative feedback consistently, and develop a plan of action collaboratively with intern for improvement.
- Document supervisory practice.

### Intern
- Practice presenting cases in a professional manner.
- Explore theoretical orientation with supervisor.
- Actively participate in identification of treatment techniques and strategies.
- Consult with supervisor for direction.
- Initiate interventions independently.
- Provide information to supervisor to assure client welfare.
- Choose approach for case conceptualization and share with supervisor.
- Identify relevant questions and strategies for gaining information.
- Draft reports and explain formulation and process to supervisor.
- Assume comprehensive case management duties. Share responsibility with supervisor for client care.
- Share responsibility for structure of supervisory sessions.
- Come to supervision sessions prepared to initiate topics for discussion.
- Provide feedback to supervisor on the supervision received and identify and voice perceptions of unmet needs.

"One Team, Many Services"
Stage 3: The primary goal is to foster independence and prepare supervisee for work as an independent professional.

**Supervisor**
- Review goals and progress
- Listen to and encourage intern.
- Monitor primarily through self-report and documentation with occasional direct observation.
- Provide summative evaluation.
- Take responsibility for termination of formal supervisory relationship.
- Document supervisory process.
- Acknowledge continued vicarious and direct liability throughout the supervisory relationship.
- Be open to and seek evaluative feedback on the supervisory process, the structure of supervision, and specific supervisory skills.

**Intern**
- Articulate theoretical orientation, intervention alternatives explored, and course of action chosen.
- Provide justification for any given course of action in treatment.
- Recognize and identify skills for future development.
- Assume primary responsibility for client welfare.
- Review goals and progress.
- Review learning during supervision.
- Determine future goals and course of action.
- Think out loud while problem-solving and conceptualizing client information.
- Increase independent decision-making.
- Be self-supervising.
- Reflect on the supervisory process and provide supervisor with evaluative feedback.
Social Work Field Instructor Monthly Supervision Notes

(Please make this record available to the Field Coordinator during sessions.)

Date: _________________________  Intern: _________________________________

A. Issues Intern plans to discuss:

______________________________________________________________________________________

______________________________________________________________________________________

______________________________________________________________________________________

B. Issues Field Instructor plans to discuss:

______________________________________________________________________________________

______________________________________________________________________________________

______________________________________________________________________________________

C. Progress or concerns about clients or projects assigned to intern:

______________________________________________________________________________________

______________________________________________________________________________________

______________________________________________________________________________________

D. General supervision notes:

______________________________________________________________________________________

______________________________________________________________________________________

______________________________________________________________________________________

E. Any concerns warranting use of action plan or assistance of Field Coordinator or Liaison?

______________________________________________________________________________________

Next Scheduled supervisory session:  ________________________________________________

Field Instructors signature: _________________________________________________________

Intern’s signature:  _________________________________________________________
Appendix G

Application Checklist

The following should be included in each Intern Application Packet:

- Completed and Signed Internship Program Application
- Intern Acknowledgment Form
- Intern Restricted Access Case Record Declaration
- Transcripts
- Resume
- Three Reference Letters
- Copy of Driver’s License
- Criminal Background Check (Provided by the College/University)

Date Application Completed: ________________________________