

Washtenaw County Community Mental Health

STUDENTS AND VOLUNTEERS

PURPOSE

Establish coordination and supervision of student and volunteer placements in WCCMH programs in a manner that is consistent across the agency, and ensures proper opening and closing of related records and systems access

POLICY

- All student and volunteer placements will be coordinated by the CMH HR Liaison and each program's Program Administrator or their designee. All students and volunteers will receive supervision within the unit of their placement.
- If a student is participating in a for-credit internship, a formal authorized agreement must be in place with the student's school or university prior to the student starting their internship.

DEFINITIONS

Student: A person, at least 18 years of age, enrolled in an educational program whose placement fulfills specific educational requirements.

Volunteer: A person who agrees to provide specified services without any financial compensation.

Standard Organizational Orientation: Orientation designed for any long term (30 days or greater) new hire, including permanent and temporary full time and part time hires, volunteers, and students/interns for one full "term" as established by school guidelines for the purpose of a general overview about WCCMH philosophy (mission, vision, and values), services and programs, policies, Recipient Rights, Staff Development, Safety, and additional information and resources pertinent to the job.

Special Assignment Orientation: Orientation specifically scheduled and designed to meet the needs of any short term (less than 30 days) hire including students, volunteers, or other staff working with special projects based on the assignment for the purpose of a general overview to Basic Rights/Confidentiality and WCCMH organization key points.

REFERENCES

- County policy, Volunteer Services
- (former) WCHO intern process
- CMH Intern process

EXHIBITS

- A. Internship Guidelines
- B. Intern placement request questionnaire
- C. CMH Intern/Volunteer Checklist
- D. County Volunteer Service Agreement
- E. CMH Ethics and Confidentiality Statements
- F. Encompass ID Request information/instructions
- G. CMH Intern/Volunteer Evaluation

**Washtenaw County Community Mental Health Services
Student Internship Guidelines**

Intern program

Our mission is to provide a training environment that facilitates interns' transition from students to professionals. This intern program will build upon the theoretical, empirical, and clinical foundations that interns receive from their academic programs. We will provide a comprehensive practice environment that offers high quality services to students from the University of Michigan, Eastern Michigan University and other surrounding area universities.

This program will generate quality students to CMH by providing them a learning opportunity while also enhancing care for consumers. CMH will offer a comprehensive training program that attends to conceptual, methodological, persona, and creative skills necessary for the practice of social work.

Benefits of an Internship Program to CMH

Year round source of highly motivated pre-professionals

- Students bring new perspective to old problems.
- Visibility of our organization is increased on campus
- Quality candidates for temporary or seasonal positions and projects.
- Proven, cost effective way to recruit and evaluate potential employees.

Program Components

I. Training-

A. New Hire Toolkit on the WCCMH Wiki

<https://cstswiki.ewashtenaw.org/Wiki%20Pages/New%20Hire%20Toolkit.aspx>

1. Mission, Vision & Goals
2. Policies & Procedures
3. Staff Development
4. Encompass Orientation

B. New Staff Orientation

<https://cstswiki.ewashtenaw.org/Wiki%20Pages/New%20Staff%20Orientation.aspx>

II. Weekly Supervision. Field instructions will:

- A. Assign activities to students which will meet the educational objectives
- B. Provide educationally directed field supervision regularly for at least one hour per week.
- C. Devote time to meetings with field liaisons, write reports on progress, and confer with representatives from either the universities on a regular basis.

III. Optional Site visits

- A. Students can request to go to another program and visit the site to see how it is managed.
- B. Students should contact the intern coordinator and the coordinator will set up the visit times.

Exhibit B

Internship Opportunities

Washtenaw County Community Mental Health substance use, and is interested in community partnerships that improve the lives of consumers. This administrative placement offers opportunities to participate in policy development, evaluation of programs, and develop skills in the management of human services. As we continue to implement new programs and revise treatment strategies to evidence based best practices, there are many opportunities to tailor an internship to the interests of the student.

If you are a student interested in pursuing an internship with Washtenaw County Community Mental Health, please [email answers](#) to the following questions for consideration.

- 1. Name, phone number, and email.**
- 2. Can you provide documentation of your school affiliation (instructor information, etc.)?**
- 3. Your area of study, degree, or credentials?**
- 4. What areas interest you? (adult mental health; developmental disabilities; youth and family; older adult needs; co-occurring disorders (substance abuse with at least one other aforementioned groups))**
- 5. Are you okay working in any other area outside of your interest?**
- 6. How many hours do you need to complete your internship? Within a certain timeframe (spring/summer only? a full year?)**
- 7. What's your availability? (we need your start date; the schedules are worked out at the program level)**

Your information will be forwarded to our leadership team and you will be contacted if placement is available. Please remember we only accept unpaid interns and completion of the questionnaire does not guarantee a placement but helps with finding a place that works well for the student and the staff.

Exhibit C

CMH Intern/Volunteer Checklist

Upon acceptance of a student intern or volunteer, this checklist is reviewed for completion by field instructor/primary onsite in cooperation with site staff as necessary and/or volunteer as available within 7 days of determined start date.

Please remember that paid interns go through the Day One system, and must align their start date with county orientation dates. This checklist should be reviewed for completion within 7 days of that start date.

- Complete a CMH intern/volunteer request form
- Complete intern/volunteer agreement (exhibit D)
 - Maintain a copy in onsite file
 - Send a copy to HR
 - Paid (IM) Interns should have a Day One completed and do not need to complete this form
- Completed confidentiality statement (exhibit E)
 - Maintain a copy in onsite file
- Complete a release for criminal background check, available on eCentral under “Business Services > Recruitment/ Hiring”
 - Maintain a copy in onsite file
 - Send a copy to HR
- Complete a Driver’s License background check
 - Maintain a copy in onsite file
 - Send a copy to HR
- Verify education and professional license, if applicable:
<https://w2.lara.state.mi.us/VAL/License/Search>
- Request an Encompass ID from IT Designee, if needed (exhibit F)
- Schedule orientation and training: Standard or Special Assignment, as required
- Schedule any additional training specific to the intern’s assignment
- If the volunteer will perform clinical services, complete the clinical competency document

Exhibit D

This agreement, made this (date) _____ between WASHTENAW COUNTY, a municipal corporation, hereinafter called "County" and _____, residing at _____, herein after called "Volunteer."

WITNESSETH:

1. The Volunteer hereby agrees to:

A. SCOPE OF SERVICES (Describe services for which department)

(As described in the issued job description with other duties as assigned.)

B. TERM (Frequency and duration of services)

(Schedule TBA based on availability)

- C. Perform the above-described services on a voluntary basis without compensation or fringe benefits except as specifically provided below.
- D. Perform the above-described services under and subject to the instructions, supervision, and control of designated staff of the County.
- E. Adhere at all time during the performance of said services to all the rules and regulations that now have been or may hereafter be established by the County for the conduct of its employees.

2. In consideration of the above-described services, the County agrees to:

- A. Provide appropriate orientation, in-service training, continuing supervision in the designated program.
- B. Provide similar worker's compensation insurance as required for employees of the County under state law for injuries, death, or loss arising out of and in the course of the designated volunteer shift while performing authorized volunteer services. Said insurance shall not cover injuries, death or loss sustained while going to or from the designated volunteer shift.
- C. Provide similar malpractice (Professional Liability) insurance as provided for employees of the County. Said insurance coverage shall only extend to activities undertaken in the performance of services authorized by the County.

3. The character or frequency of the services performed by the Volunteer may be changed from time to time by mutual consent without resulting in a termination of this agreement.

Volunteer Signature

Date

Supervisor Signature

Date

AGREEMENTS TO: Volunteer
Human Resources
Department

CONFIDENTIALITY STATEMENT

People who receive services from Washtenaw County Community Mental Health have the right to have all information about them and their treatment kept confidential. State and federal laws including the Michigan Mental Health Code guarantee this right.

My supervisor has given information about confidentiality to me and any questions I may have had have been answered. I am aware that I am bound by these state and federal laws not to reveal any recipient information.

I confirm that I will keep all recipient information confidential.

I understand that this agreement to keep all client and related information confidential will still apply after my employment with Washtenaw County Community Mental Health ends.

Employee

Date

Supervisor

Date

EXHIBIT F

E.II staff record for students/interns and volunteers

Please contact the E.II Helpdesk for questions, wchohelp@ewashtenaw.org

1. Before adding a new record, make sure a person is not already in E.II by un-checking the box, "Show only CMH Staff" and checking the box, "Show Inactive Staff". In the screen shot below, there are multiple John Smiths in E.II. We can update an "older" record for John if he was with another agency. The same is true if an intern becomes a FTE of Washtenaw. There is no need to create another staff record for changes in employment status or association with another provider agency.

Search Options
Enter any part of the name or the staffID to filter the search results
John Smith
Type: * All
Show only CMH Staff:
Show Inactive Staff:
Include Roll-Up Associations:
Include Vendor Associations:
Displaying 1 - 4 of 4 Staff
Name Type Email Associations Add new Staff

2. When adding a staff record, enter Hire and Termination date, Type, Title, Supervisor, Affiliate, and Username.

Username: blacha
Disable Username:
User last logged in on 04/24/2013 10:41:17 PM
Staff Information
Type: Other
Title: SW Intern
Hire Date: 09/11/2012
Termination Date: ---
Supervisor: Barbara Thacker
Affiliate: Washtenaw

3. Enter "Team/Provider": use MI, DD, ACT, etc. or pattern after supervisor's team(s), as needed.

Assigned Teams/Providers
Effective Date: 09/11/2012
Expiration Date: ---
Team / Provider: MI - Adult Direct Provider
Primary Team / Provider:

4. For Authority Set, enter for these groups:

- a. SW/Counseling student or intern
 - i. Calendar – Staff Calendar
[grant "Staff Appointments" if intern will add/change appointments on calendars other than their own]
 - ii. Reporting Services Production
 - iii. IR - Add, Review
 - iv. CMH - Clinician
- b. Nursing student/ intern
 - i. Calendar – Staff Calendar
 - ii. Reporting Services Production
 - iii. IR - Add
 - iv. CMH - Clinician View Only
 - v. CMH - Nurse
- c. Data Entry/Support Staff
 - i. Calendar – Staff Appointments
 - ii. Reporting Services Production
 - iii. CMH - Clinician
 - iv. Support Staff Data Entry

5. Upon termination, please check these boxes:

- i. "Disable Username" – intern will not be able to log into E.II

- ii. "Staff Profile is inactive" – intern's name will not appear in the active staff

Additional E.II Instructions for Paid (Information Management) Interns Encompass Timesheets

Below are the areas in the Staff Management site of the Encompass system that must be in place for the timesheets to be processed.

1. **JDE Employee ID**
 2. **JDE Employee Type**
 - a. # 1 is for regular full/part time employee
 - b. # 4 is for a temp/on-call employee)
 3. **JDE Division** is the check route code/zone.
 - a. The division/check route code must be the same in Encompass and in EZ/eCentral for the import to go to the right liaison zone
 4. **JDE Normal Hours**
 - a. Regular full time hours (75.00)
 - b. Temps, On-Call staff and Crisis Services (80.00)
 - c. Exceptions of regular F/T, P/T may have less hours...eg. 60.0 hours
 5. **Timesheet Supervisor**
 6. **Check box** – "This staff member must enter a Timesheet"
 7. **Staff Type** should be 'clinical'
 8. **Initial Menu should be 'consumer information'** DO NOT use 'Timesheet'
 9. **Timesheet Staff** – check mark box
 10. **Supervisor Access** – Supervisors who will be approving timesheet will need the box check that states: "This staff member can access the Timesheet of other Staff"
 11. **Grant 'projects'** – if staff will be designating time to a grant the liaison/supervisor will need to verify with BFA grant person that the staff is set up for the particular grant before checking the box "Allow staff member to select Grant Projects on Timesheet"
 12. **Save**
- ❖ **INACTIVATE:** Before 'inactivating' an employee **UNCHECK** the two timesheet boxes: **"This staff member must enter a Timesheet"** and **"Timesheet Staff"**
 - ❖ **SAVE**

Exhibit G

CMH Intern/Volunteer Evaluation

Checklist should be completed by field instructor or primary onsite supervisor at the end of an internship or volunteer term. One copy goes to the student/volunteer, one copy goes to the internship coordinator.

Intern Name:					Date:	
Evaluation Period: From					To:	
Describe work assigned:						
<p>Rating: Enter comments, which describe the intern's performance for you. Rate the individual on each of the items below as Outstanding (O), Very Good (VG), Average (A), Below Average (BA), or Not Applicable (NA).</p>						
O	VG	A	BA	NA		
					1.	Completes work accurately and thoroughly
					2.	Completes work in a timely manner and has ability to work under pressure
					3.	Understands assignments, follows instructions and takes initiative
					4.	Has ability to adjust to non-routine assignments and to make decisions
					5.	Works independently, keeps constructively busy and mentally alert
					6.	Analytical ability and judgment; sensitivity to problems and ability to resolve
					7.	Has healthy attitude and is cooperative in working relationships with staff
					8.	Exhibits diligence and perseverance; performs tasks with industry and drive
					9.	Accepts responsibility; is trustworthy and conscientious
					10.	Exhibits neatness and clarity of work
					11.	Creates positive impression with client personnel
					12.	Exhibits creativity
					13.	Appearance appropriate to professional work; neat and well groomed
					14.	Written communication skills
					15.	Verbal communication skills

Strong points which were evident:

Recommendations for improvements:

Reviewer Signature/Date:

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Intern/volunteer signature date: