



Mendocino College
Human Services (HUS) Worker Program

INTERNSHIP EMPLOYER MANUAL

Professor Dan Jenkins, MA
Human Service Programs Coordinator

Working together to build a capable, compassionate and ethical workforce

Dennis Aseltyne, Dean of Applied Academics
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Superintendent/President

Mendocino College Human Service (HUS) Worker Internship

Internship Site Supervisor Quick Reference Sheet

Qualified Internship Sites

To qualify as an HUS internship site, the agency and/or program must be providing behavioral health or social services to clients, and provide students with opportunities to directly engage with clients either through observation, direct service or, preferably, a combination of the two. All internship sites must have prior approval by Mendocino College's HUS programs coordinator, Dan Jenkins.

Before accepting interns, sites must have completed an [Internship Employer Application](#) and a [Memorandum of Agreement](#) with Mendocino College.

Before a student can begin interning at a qualified internship site, the student must:

- Enroll in HUS 103 and HUS 197a (the college will only provide Workers' Comp and Liability insurances for enrolled students)
- Complete the "[Human Service Internship Student-Employer Contact Information](#)" form.*
- Complete a "[Human Service Worker Field Placement Practicum Job Description](#)" form.**
- Complete a "[Human Service Worker Practicum LEARNING OBJECTIVE](#)" form*

*All forms must be word-processed, signed by both the student and site supervisor, and submitted to the course instructor before their internship hours will be counted.

** Interns who are also employees may submit an agency-provided job description

Please refer to the [Internship Supervisor Evaluation form](#) for specific performance objectives for interns.

Dan Jenkins, HUS programs coordinator: djenkins@mendocino.edu;
office: 707-468-3020; cell: 707-367-3971.

Mendocino College Human Service Worker Internship (HUS 103/197a)

Student Assignments

HUS Worker student interns are expected to complete the following assignments during the semester. This information is being provided to you as an internship employer so that you can anticipate students' questions and need for information related to the assignments.

Your Role as an Intern:

In this assignment you will be defining the role of the intern at your practicum site, by answering the following questions:

- What departments or programs will you be involved with?
- What kinds of activities or services will you be participating in?
- Who are the clients that you will be serving? What are their primary issues?
- Will you only be observing, or will you have the opportunity to provide services? What conditions have to be met before you can provide direct services as an intern?
- What knowledge and skills are you expected to demonstrate? What personal and professional characteristics are you expected to demonstrate?

The Agency in Which You Are an Intern:

In this assignment you will describe the agency in which you are interning, by answering the following questions:

- What is the agency's primary role in the community?
- Define the agency's vision, mission, values and goals
- What are the key policies and procedures related to the work you will be observing/doing that you should be aware of?
- Who are the primary target client populations and what are their issues that are being addressed by the agency?
- What limitations of services are imposed by the funding sources?
- Who are the agency's primary partners?

Ethics:

- Obtain a copy of the agency's ethics statement and highlight the key ethical standards that pertain to working as an entry-level paraprofessional
- Identify specific clients' rights and responsibilities as they related to receiving services from the agency
- Describe clients' behaviors or experiences that require mandated reporting. Describe the process for making reports, including forms used and timelines, and what your role might be in the process

Supervision:

In this assignment you will be describing:

- The type(s) of supervision provided to staff (clinical, case conferencing, staff meetings, etc.)
- How supervision is provided (supervisory model), and how staff are expected to participate in supervision sessions
- The key recurring issues or concerns identified by supervisors regarding workers' behaviors or attitudes that require correction or further training
- How staff are expected to receive and respond to critical or corrective feedback they may receive from a supervisor.

Core Function Assignments: Students are to define and describe each of the following core functions, using the directions, below: *Screening/Intake; Client Orientation; Case Management; Client Referral, Case Consultation.*

Using your prior course resources (textbooks, etc.) as needed, do the following. Be sure use complete thoughts and sentences and to cite your sources of information if you're not using your own original thoughts or words:

- Define the core function
- Provide a step-by-step description of how the agency/program in which you're interning performs the function. What specific skills are involved?
- Describe the counselor characteristics you consider most necessary to effectively complete the tasks involved in the function; explain why you've chosen these
- Describe the competencies and skills related to the function in which you consider yourself to be strong, and those in which you need to improve. Give examples
- Describe how the agency's approach to the core function aligns with your values, or where the approach may conflict with your values. Be specific about the values to which you are referring.

Mendocino College Human Service Worker Internship Pre-internship Instructions

The following information is for students in the Human Services Program who are required to complete an internship as part of the Human Service Worker certificate and/or Human Services Paraprofessional degree program.

Mendocino College's Human Services Internship provides students with an opportunity to apply knowledge and skills learned in academic classes to real-world human service settings at approved internship sites.

The HUS internship involves **2 courses: a seminar class (HUS 103) and a practicum class (HUS 197a)**. **You must enroll in both of these courses.** Check [WebAdvisor](#) for course section numbers.

HUS 103 is a 1.5 unit seminar course held on campus; **HUS 197a** is a “work experience” practicum where student learning occurs on-the-job at a human service agency. HUS 103 meets in a classroom on campus, and is intended to provide students with support and guidance as they complete their practicum experience. HUS 197a is a variable-unit course (you need to enroll in a minimum of 2 units). Each unit of HUS 197a requires 60 hours of documented work time over the course of the semester, or 120 hours over the course of the semester for 2 units (about 8 hours per week, if you are unpaid). Paid employees must complete 75 hours per unit (about 10 hours per week).

Students must contact an [approved practicum site](#) and arrange to be interviewed by the field site supervisor before the end of this semester. Plan to bring a résumé and cover letter describing your interest in interning with that particular employer. You should also provide the employer with a copy of the [Internship Employer Evaluation of Intern](#) document, outlining the specific learning objectives associated with the internship. Not all students will be accepted at all sites, so you should plan on interviewing at more than one site. It is important that you establish the site for the practicum as soon as possible and before the internship class begins.

Once you have been accepted at an internship site, you must complete the following documents. These must be completed online and printed for signatures, in preparation for turning in to your internship instructor on the first day of the HUS 103 class. Do not handwrite these. The document titles, below, are hyperlinked to the fillable documents on the web. They can also be found by going to <http://www.mendocino.edu/human-service-worker>; click on “Internship Information”. **ALL FORMS MUST BE WORD-PROCESSED AND SIGNED BY BOTH THE STUDENT AND THE PRACTICUM SUPERVISOR AND SUBMITTED TO THE HUS 103 INSTRUCTOR BY THE SECOND WEEK OF THE SEMESTER.**

1. [Contact Information Form](#)
2. [Learning Objective Agreement](#)
3. [Job Description](#)

Questions? Contact Dan Jenkins at djenkins@mendocino.edu; visit the website: www.mendocino.edu/HUS.

MENDOCINO COLLEGE
HUMAN SERVICE WORKER PROGRAM

Internship Overview

Mendocino College's Human Service Worker (HUS-W) Internship provides students with an opportunity to apply knowledge and skills learned in academic classes to real-world human service settings at approved internship sites.

Students who successfully complete the Human Service Worker program will be able to:

1. Demonstrate responsibility for their actions and work effectively as individuals and as members of a team.
2. Define the core competencies and qualities of an entry-level human service worker within the context of one's personal, social and cultural values
3. Describe and evaluate the legal and ethical considerations for the entry-level paraprofessional providing human services.
4. Use Motivational Interviewing skills to perform entry-level human service worker tasks in a professional, competent manner consistent with an agency's policies, standards of practice and code of ethics

Students must contact a desired practicum site and arrange to be interviewed by the field site supervisor by the end of the semester prior to the internship.

The HUS-W internship combines classroom education with supervised training at field placement (practicum) sites, **involving 2 courses: a seminar class (HUS 103) and a practicum class (HUS 197a)**. Interns will receive guidance from the HUS 103 *seminar class instructor* and the AOD 197a *practicum instructor/coordinator* (these may be the same person) as well as supervision from the work site *field placement/practicum supervisor*, which means that there will be obligations students will need to meet for both the college and the practicum agency, as follows:

Student's commitment to the HUS 103 Seminar instructor:

- * Attend all classes prepared to discuss practicum experiences;
- * Engage in a full, active and pertinent dialogue with the instructor and other students;
- * Provide appropriate feedback to other students;
- * Participate in skills building/demonstration activities as directed by the instructor;
- * Complete all homework assignments (student will need to log on to an online Canvas classroom for this purpose);
- * Post to the weekly discussion board comments related to the practicum experience;

Student's commitment to AOD 197a Practicum Instructor/coordinator:

- * Consult the instructor *immediately* whenever questions or problems arise;
- * Complete and submit the following documents by the second week of the semester (all documents must be signed by both the student and the site supervisor):
 - o Contact Information Form;
 - o Internship Job Description
 - o Learning Objective Agreement

- * Submit monthly time sheets;
- * Complete a Self-Evaluation at the end of the semester

Student's commitment to field placement practicum (work site) supervisor:

- * Establish and maintain schedule of hours (a minimum of 8 hours weekly);
- * Become familiar with and follow agency policies and procedures;
- * Attend regular supervision meetings;
- * Communicate concerns and seek clarification whenever necessary;
- * Read all materials as directed by the supervisor;
- * Perform duties within one's scope of practice in a manner consistent with the agency's standards and in keeping with the highest level of professional ethics

HUS 103 Assignments: The Internship seminar class (HUS 103) is supported by an online course management system, called Canvas (formerly, the college used ETUDES). You will be using this site to access resources, communicate with your instructor and fellow students between classes, post discussions, and upload homework assignments. The discussion posting is a guided discussion of your experience with practicum activities; full instructions on what you need to post will be provided in the Canvas site. You will need to keep a diary and make entries after each practicum experience in order to complete this assignment.

Field Supervisor's Evaluation of Intern form: This will be completed by the practicum (work site) supervisor. Study this document carefully, as it outlines the specific objectives students are expected to achieve as an intern. The HUS 197a instructor will review this evaluation form with the work site supervisor, and will collect the completed form when it is due. However, it is helpful if the intern reminds the work site supervisor to complete the evaluation before the end of the semester. A significant percentage of the HUS 197a grade is based on this evaluation.

FREQUENTLY ASKED QUESTIONS

Q. What if I want to do my internship at a site that is not on the "approved sites" list?

A. Submit the name, address and phone number of the site you are interested in to Dan Jenkins (djenkins@mendocino.edu), and the name and phone number of the person who would be the practicum (work site) supervisor. If the site meets the minimal requirements for an internship site; the site supervisor is willing to provide you with supervision; and the agency is willing to sign a Memorandum of Agreement with Mendocino College, then the site should be approved.

Q. What if the site supervisor doesn't have or can't make time to supervise me on a regular basis?

A. Supervision is a vital aspect of the practicum experience. It is through the feedback you receive from your supervisor and other experienced human service providers that you will learn most about yourself and your role as a human service worker. Ask your supervisor to schedule regular supervision meeting with you. If you don't get a response, write a memo to the supervisor requesting meetings, and keep a copy. If that doesn't get a response, contact your HUS 197a instructor and send him or her a copy of the memo.

The instructor will then contact the supervisor and discuss the need for regular supervision meetings. If the site supervisor is unable to meet with you on a regular basis, then you may have to find an alternative practicum site.

Q. What do I do if I believe I'm being used as an "office assistance" and not getting enough opportunities to develop human service worker skills?

- A.** Communication is essential to a successful practicum. If you think you are not getting opportunities to practice human service skills, discuss this with your practicum supervisor. Show your supervisor the "Student Evaluation Form" that identifies the skills you should be observing and practicing. If your supervisor raises concerns or identifies barriers to you working with clients (the supervisor feels you're not ready; staff are too busy right now to provide supervision or mentoring, etc.) inform you HUS 197a instructor immediately so these barriers can be resolved.

Remember, the Internship instructor(s) are there to help you successfully complete the Internship. The Internship experience can be confusing and stressful, especially in the beginning, but will be rewarding and satisfying in the end. If you have any question, concerns or suggestion, be sure to consult with the instructor(s) as soon as possible.

Mendocino College
Human Services/Alcohol and Other Drug Studies Programs

Approved *HUS and AODS* Program Internship Sites

County of Mendocino Health and Human Services/Substance Use Disorder Treatment Programs
Pauline Rantala; 463-7742 rantalap@co.mendocino.ca.us
Hilltop Recovery for Men and Intensive out Patient
3937 Foothill Drive, Lucerne
Lori Runyon: 274-5610; hilltoprecovery@yahoo.com
Ford St. Project: 139 Ford St, Ukiah, CA 95482
Clover Martin: 462-1934; clover@fordstreet.org

Hilltop Recovery Services
10155 Socrates Mine Road, Middletown, CA 95461
Lori Runyon: 274-5610; hilltoprecovery@yahoo.com
Lake County AODS – Lucerne Office
991-B Parallel Dr, Lakeport, CA 95453
Jim Gessner: 274-9101; jgessner@co.lake.ca.us
Round Valley Indian Health Center/Yuki Trails Human Service Program: PO Box 247, Covelo, CA 95428
Helen Falandes; 983-6648 x 202; Helen.Falandes@rvihc.com

Approved *HUS* Program Internship Sites (in addition to those above)¹

Community Care Management
201 S. State Street, Ukiah;
Rachel Robison; 468-9347;
rrobison@ccmc1.org
First 5 Mendocino (Spanish-speaking only)
166 E Gobbi St, Ukiah, CA 95482
Ann Molgaard: 462-4453; acmolgaard@mendochildren.org
Manzanita Services
270 North Pine Street Ukiah, CA 95482
Susan Novotny: 972-9040
director@manzanitaservices.org
Mendocino Coast Clinics
205 South Street, Fort Bragg, CA 95437
Kianna Zielesch, PHD 961-3492
kzielesch@mccinc.org
MCAVHN
148 Clara Ave, Ukiah, CA 95482
Libby Guthrie: 462-1932;
libbyguthrie@yahoo.com
Mendocino County Youth Project
776 S State St, Ukiah, CA 95482
Joanna Olson: 463-4915; jolson@mcyp.org
Multiplicity Therapeutic Services
Bi-Lingual Female
172 Washington Ave, Suite B Ukiah, CA 95482
Terri Mathews: 463-0400; terri@multiplicityinc.com

Redwood Community Services
780 S Dora St, Ukiah, CA 95482
Pamela Lucas – Human Resources: 467-2010 x 107; lucasp@rcs4kids.org
Tapestry Family Service
290 East Gobbi Street, Ukiah, CA 95482
Heather Fine 463-3300 ext. 127 heatherf@tapestryfs.org
Ukiah Community Center
888 North State St., Ukiah, CA 95482
Veronica Irwin; 462-8879 ext. 112
Veronica@fordstreet.org
Willits Senior Center
1501 Baechtel Road, Willits, CA 95490
Priscilla Tarver: 459-6826
outreachone@willits seniorcenter.com
Pinoleville Native American Head Start
500 A Pinoleville Dr. Ukiah, CA 95482
Jennifer McGowan: 463-1454 ext. 132
jenniferm@pinoleville-nsn.us
Pinoleville Vocational Rehabilitation
776 S State St, Ukiah, CA 95482
Vaughn Pena: 462-7801x 11; vaughn@pinoleville-nsn.us

¹ These programs are approved for Human Services students, but not for AOD students who intend to qualify for state-level AOD counselor certification.

Mendocino College
HUS 197a: Human Service Worker Practicum

Supervisor Evaluation of Intern

Intern: _____ Evaluator: _____

Agency: _____ Date: _____

PLEASE PLACE A ✓ MARK IN THE APPROPRIATE COLUMNS, BELOW:

GENERAL WORK CHARACTERISTICS	Exceptional		Exceeded Standard		Met Standard	Needs improvement		Rarely	Never	N/A
	10	9	8	7	6	5	2	0		
Human Relations:										
Works cooperatively and effectively as a team member										
Is courteous and helpful to staff and clients										
Establishes rapport effectively										
Demonstrates empathy										
Establishes and maintains appropriate boundaries										
Manages conflict effectively										
Demonstrates an understanding and acceptance of client diversity, cultural competency										
Maintains confidentiality										
Attitude:										
Uses mature judgment										
Takes responsibility for own actions										
Shows initiative										
Arrives for work prepared for work assignments										
Solicits feedback to improve performance										
Discusses differences of opinion without arguing										
Accepts feedback non-defensively										
Applies recommendations and helpful suggestions										
Provides constructive criticism in a respectful manner										
Dress and appearance are appropriate for the job										
Behavior is consistent with the level of professionalism expected in the workplace										
Workmanship:										
Understands job requirements										
Demonstrates effective time/task management skills										
Does a complete and thorough job										
Effectively works independently, when required										
Expresses self appropriately and clearly orally										
Expresses self appropriately and clearly in writing										
Practices active listening skills										
Responds to client questions in a direct and objective manner										
Uses professional terminology as appropriate with clients and staff										
Dependability:										
Arrives at work and leaves when scheduled										
Works all scheduled shifts										
Meets deadlines										

Continued...

HUMAN SERVICE SKILLS	Observed Only	Performed under direct supervision	Performed Solo	IF performed: score (see rating scale, below*)	Not applicable
Intake and Screening					
Gathers screening and intake data in a systematic and effective manner					
Accurately determines a client's suitability for the agency's services					
Follows appropriate procedures to initiate delivery of services					
Uses screening/intake tools, documents and software accurately and efficiently					
Documentation and Record Keeping					
Adequately documents actions taken according to agency's standards					
Completes required paperwork accurately and legibly					
Submits paperwork in a timely fashion					
Orientation of Clients to Agency's Services					
Describes the general nature and goals of the program(s) in a concise and accurate manner					
Articulates clients' rights, including confidentiality, in a concise and accurate manner					
Informs clients of the agency/program rules and participation requirements concisely and accurately					
Case Management/Client Support Activities					
Understands and effectively uses service plans					
Identifies services not available from this agency that are needed by and suitable for clients					
Takes appropriate steps to initiate referrals, as needed					
Shares information with other agencies within the limits of client consent and on a "need to know, right to know" basis					
Confers with other agencies in a professional manner, within their scope of practice and in keeping with the limits of confidentiality					

*0: unacceptable/unqualified; 5-6: substandard but improving; 7: acceptable; 8-9: competent; 10: exceptional/highly qualified

OPTIONAL: Additional Learning Objectives (if required; see attached):

of Learning Objectives completed: _____ out of _____ attempted

Excellent: 10 Met all requirements; exceeded expectations	Very Good: 8-9 Met all requirements; exceeded some expectations	Acceptable: 7 Met all requirements and expectations	Below Standard: 5-6 Met many but not all requirements and expectations	Unacceptable: 0-4 Met few requirements and few expectations
---------------------------------------------------------------------	---------------------------------------------------------------------------	---------------------------------------------------------------	----------------------------------------------------------------------------------	-----------------------------------------------------------------------

LO #1	LO #2	LO #3	LO #4
LO #5	LO #6	LO #7	LO #8

Additional comments (use back of sheet, if necessary): _____

 Name of Supervisor (Print) Supervisor Signature Date

I have had the opportunity to discuss this evaluation with my site supervisor: [] YES [] NO
 If NO, explain: _____

 Student Signature Date

Mendocino College Internship Program

Definitions

Employee

- Someone compensated for **meeting the labor needs** of an employer, within the scope of the workers ability, in accordance with a verbal or written agreement and applicable laws and regulations.
- A person who is hired by another person or business for a wage or fixed payment in exchange for personal services and who **does not provide the services as part of an independent business**¹
- Individual who works part time or full time under a contract of employment, whether oral or written, express or implied, and **has recognized rights and duties**.²
- Under common-law rules, anyone who performs services for you is your employee **if you can control what will be done and how it will be done**. This is so even when you give the employee freedom of action. What matters is that you have the right to control the details of how the services are performed. Generally, **you must withhold income taxes**, withhold and pay Social Security and Medicare taxes, and pay unemployment tax on wages paid to an employee. ³

Apprentice

Apprenticeship is a system of "learning by doing" which combines **training on the job with related and supplemental instruction** at school. Each program operates under apprenticeship training standards agreed to by labor and/or management **in accordance with State and Federal laws**, under which a person works with a skilled worker and gains on the job skills and "know-how" and in turn becomes an important part of the occupation and industry. Apprentices start **at a percentage of the skilled worker's wage** and receive increases at regular intervals. ⁴

Volunteer

- The laws of the federal government and most states define volunteers as **those who provide unpaid services for nonprofits** such as educational, religious or charitable organizations. Most organizations employing **volunteers are exempt from antidiscrimination laws** such as the Civil Rights Act of 1964 and the Age Discrimination in Employment Act of 1967. The reason is that their volunteers are not classified as "employees" and case law historically excludes volunteers. However, if an organization receives state or federal funds, the situation changes drastically. Most governmental grants include a clause requiring adherence to nondiscrimination laws.⁵
- Individuals who volunteer or donate their services, usually on a part-time basis, for public service, religious or humanitarian objectives, not as employees and without contemplation of pay, are not considered employees of the religious, charitable or similar **non-profit** organizations that receive their service. **Under the FLSA, employees may not volunteer services to for-profit private sector employers**. On the other hand, in the vast majority of circumstances, individuals can volunteer services to public sector employers.⁶

Intern

An intern is a student engaged in a work-place learning experience as an extension of classroom learning. Internships are hands-on, practical learning experiences typically associated with a specific occupational certificate or degree program. Although usually unpaid, interns may be paid employees or unpaid volunteers⁷. The primary focus of an unpaid internship is education, not necessarily productive work. An ideal internship will be both educational and productive, but the principal focus should be on education.

¹ <http://www.lectlaw.com/def/e009.htm>

² <http://www.businessdictionary.com/definition/employee.html>

³ <http://www.irs.gov/businesses/small/article/0,,id=179112,00.html>

⁴ <http://www.dir.ca.gov/databases/das/descOfAppr.html>

⁵ http://www.ehow.com/about_5513233_volunteer-labor-laws.html

⁶ <http://www.dol.gov/elaws/esa/flsa/docs/volunteers.asp>

⁷ Unpaid (volunteer) internships are allowed in **nonprofits** such as educational, religious or charitable organizations. In for-profit businesses, unpaid internships are allowed if the intern's benefits outweigh the benefits received by the employer from the activity of the intern, and the intern is engaged in a clearly defined learning experience with measureable outcomes.



**Mendocino-Lake Community College District
Cooperative Work Experience Education**

Application of the Fair Labor Standards Act (FLSA) to School-Related Programs¹

STUDENT'S NAME

SEMESTER

YEAR

BUSINESS OR AGENCY

CONTACT PERSON

With respect to the individual student's placement at a for-profit business establishment, check "yes" or "no" for each of the following criteria:

- YES NO 1. The student receives training at the employer's worksite similar to that which would be given in a vocational school (a curriculum is followed and the student is under extensive and ongoing instruction and supervision).
- YES NO 2. The training is intended to benefit the student and not to meet the labor needs of the business.
- YES NO 3. The placement of the student at a worksite during the learning experience does not result in the displacement of any regular employee.
- YES NO 4. The result of any productive work the student performs is offset by the employer's burden to provide training and supervision.
- YES NO 5. The student is not entitled to a job at the completion of the learning experience.
- YES NO 6. The employer and the trainee/student understand that the trainee or student is not entitled to wages for the time spent in training.

YES to all six criteria: The individual student is NOT an employee within the meaning of the FLSA. Wages are not required.

NO to any six criteria: Either the business or the school system must compensate the student worker; both parties are jointly responsible for compliance with labor laws.

EMPLOYER REPRESENTATIVE

DATE

CWEE DIRECTOR

DATE

¹US DOL Fact Sheet No. 013, *Employment Relationship Under the Fair Labor Standards Act*