



POLICY TITLE:		<i>Social Work Internship</i>	
 		CHILD AND FAMILY SERVICES AGENCY	
Approved By:	Date Approved:	Original Effective Date:	Last Revision:
Robert L. Matthews	April 3, 2022	October 16, 2015	March 30, 2022

I. AUTHORITY	Council on Social Work Education (“CSWE”) accreditation standards and other professional accrediting organizations regarding field instruction. DC Personnel Regulation, 1205.2, 6-9, 1301.2, and Issuance No. 13-11.
II. APPLICABILITY	This policy is applicable to student interns, field instructors, the Child and Family Services Agency’s (“CFSA”) Child Welfare Training Academy (“CWTA”), student internship coordinator, and Human Resources Administration (“HRA”).
III. RATIONALE	Internships at CFSA provide wonderful opportunities for students to become effective professionals. The CFSA internship program provides an essential theoretical knowledge base that allows students to integrate theory with practical learning.
IV. POLICY	<p>It is the policy of CFSA to provide undergraduate and graduate student interns with a comprehensive field instruction experience that shall provide structured opportunities for integrating and applying both theory and practice skills under the supervision of experienced workers.</p> <p>CWTA will support the recruitment of potential Field Instructors. CFSA’s Human Resource Administration shall oversee the selection process of eligible CFSA employees to function as field instructors. CFSA employees who are interested in becoming a field instructor shall have been employed by CFSA for two years, except for CFSA social workers who were previously employed by contracted agencies and managed CFSA cases. The prospective field instructor shall present evidence of completion of educational and, if applicable, licensing requirements needed to supervise a student intern.</p> <p>The Director of the CFSA adopts this policy to be consistent with the CFSA’s mission, applicable federal and District of Columbia laws, regulations, personnel manual, related personnel instructions, applicable collective bargaining agreements, and CSWE.</p>
V. CONTENTS	<ul style="list-style-type: none"> A. Safety Practices During Public Health Emergencies B. CFSA’s Student Internship Program C. Student Internship Selection, HRA Onboarding and Placement D. Field Placement for Employment-Based Internship E. Virtual Meetings and Etiquette F. Holding Virtual Meetings with People Outside of CFSA or DC Government G. Student Internship Orientation and Training H. Transportation I. Problem Resolution

	<p>J. Absences from Field Placement K. Early Withdrawal from Field Placement L. Completion of Field Placement Requirements</p>
VI. ATTACHMENTS	<p>A. Acknowledgement of Receipt of Social Work Internship Policy and Business Process</p>
VII. SECTIONS	<p>Section A: Safety Practices During Public Health Emergencies</p> <p>In order to ensure the safety of both staff and clients during public health emergencies, such as the COVID-19 pandemic, CFSA will provide personal protective equipment comprising gloves, tissues, hand sanitizer, disinfectant wipes, and masks placed throughout the Agency (please check with your field instructor for access).</p>
	<p>Section B: CFSA's Student Internship Program</p> <ol style="list-style-type: none"> 1. CFSA will provide social work student interns with licensed Field Instructors who have been approved to supervise student interns by their supervisor/management and HRA. <ol style="list-style-type: none"> a. Field Instructors shall have no less than an active LGSW license to supervise and support second year bachelors' level social work interns. b. Field Instructors shall have an active LICSW license in order to supervise and support advanced standing social work students and first-year and second-year master's students. 2. CFSA shall provide up to two years of instructional supervised opportunities that shall assist students in establishing a practice foundation that will advance their practice skills with colleges and universities that have a signed agreement or contract with CFSA. 3. HRA will complete background checks and child protection clearances on prospective interns and extend a letter of acceptance before the student attends orientation. 4. Student interns shall review this policy and business process. Once the review has been completed, and then the student shall review and sign an Acknowledgement of Receipt of Student Internship Policy and Business Process Form (<i>Attachment A</i>) and submit it to the internship coordinator no later than five business days after the start date of placement. 5. As applicable to the intern's role and placement, FACES training may be required. 6. Undergraduate and graduate student interns assigned to case-carrying units or child protection services shall work no more than two cases per semester unless otherwise approved by the supervisor within the assigned administration.

7. Each student intern shall be assigned to a field instructor, designated workstation and necessary equipment (e.g., computer, telephone, and office supplies).

Note: The Student Intern Coordinator in partnership with the Office of the Deputy Director of Administration for Facilities Management Administration and Child Information Services Administration shall be responsible for ensuring that a workstation and necessary equipment is available, i.e. paper, pens, notepads, computer, etc.

Section C: Student Internship Selection HRA Onboarding, and Placement

1. Prospective CFSA interns should be referred to the Internship Coordinator by their schools' Office of Field Placement.
2. Once a referral is received from the Office of Field Placements at the associated universities or colleges, the Internship Coordinator will send an email that will provide the online application link. Interns shall apply online and return all necessary documents to complete the application and selection process by the specified deadline. An MOU between the agency and school must be in place before an intern can be considered. Potential interns who self-refer will be advised to go through their school to be considered.
3. The Internship Coordinator will schedule interviews with applicants who have submitted their applications with the supplemental documents by the established deadline AND who meet the internship criteria as specified on the application.
4. The CWTA Student Internship Coordinator shall forward prospective interns to HRA for suitability checks. (e.g. Fingerprinting, Child Protection Registry (CPR) Testing, and Drug Testing)
5. HRA will notify the CWTA Student Internship Coordinator of the suitability results that support final approval as a CFSA student intern.
6. HRA will provide the prospective intern with suitability results when findings restrict final approval as a CFSA student intern.
7. The CWTA Student Internship Coordinator will alert the College or University Field Practicum Director of the student's inability to participate in the program due to suitability results.
8. The CWTA Student Internship Coordinator shall identify placements for accepted student interns prior to the beginning of the academic calendar for the fall. The internship coordinator shall place students based on the host university's learning objective and the availability of a CFSA placement.
9. A student intern may be placed in a direct service, macro or program-specific setting, contingent upon the student's interest, the host university requirements and the availability of a field instructor.

Section D: Field Placement for Employment-Based Internship

1. CFSA's employees who are pursuing an undergraduate or graduate professional degree may choose a field-assignment at CFSA or a placement other than at CFSA in accordance with the District of Columbia Personnel Manual, and applicable collective bargaining agreements.
2. The training and development shall be conducted to increase the knowledge, proficiency, ability, skill, and qualifications of the employees in the performance of their duties. All placements shall provide opportunities for applying theories learned and knowledge gained in the classroom.
3. CFSA employees who choose an off-site internship placement shall not suffer a loss in pay, tenure, or any other rights and benefits because he or she participated in an off-site employment-based internship when the participation has been approved or authorized by HRA.
4. HRA may authorize an employee to work a tour of duty of not less than 40 hours in order to permit the employee to participate in an off-site employment-based internship when the off-site assignment will not interfere with the accomplishment of the work required to be performed with current CFSA assignments.
5. HRA will inform CWTA of employees interning off-site. (*e.g. Bundy Building, Collaborative Site, and Office of Youth Empowerment OYE*)
6. An employee's change in tour of duty for educational reasons may be rescinded by HRA whenever the off-site placement has resulted in the employee's failure to accomplish his or her assigned CFSA work or for other reasons within the discretion of the agency head.
7. Whenever HRA determines that the variation of the tour of duty is to be rescinded, the employee shall be given where practicable at least one week's notice of the rescission. The variation in tour of duty for educational purposes shall be rescinded at the completion of the placement and upon notice by the employee that his or her placement has been completed. The employee shall return to his or her CFSA position of record that existed prior to receiving the off-site placement.
8. Failure of an employee to inform his or her supervisor of the completion of or discontinuation of the off-site placement so that the regularly established tour can be re-established shall result in the forfeiture of the employee's opportunity to receive future off-site assignments and where appropriate will result in disciplinary action.
9. CFSA employees who are interested in pursuing a field assignment at CFSA shall adhere to the following:
 - a. Receive approval for the field assignment from their immediate supervisor who will notify the next supervisor in their chain of command.

	<p>b. HRA shall determine if the employment-based student is an acceptable candidate for placement at CFSA by reviewing performance documents.</p> <p>c. Upon approval, the prospective employment-based intern shall contact the student internship coordinator, complete the Proposal for Employment-Based Internship Form (Attachment C) of the Business Process, and Submit the form to the internship coordinator 60 days prior to the beginning of the semester verifying the following criteria:</p> <ul style="list-style-type: none"> i. Employment at CFSA full-time ii. Employment at CFSA for at least one year (e.g., permanent employment status versus probationary status) <p>10. Once the Proposal for Employment-Based Internship Form is submitted, then the internship coordinator reviews the Proposal for Employment-Based Internship Form and determines whether it meets the criteria established by the Host University and CFSA.</p> <p>11. The internship coordinator shall identify a field instructor. Once identified, HRA will ensure all requirements have been met before the employment-based intern meets with the field instructor. The prospective employment-based intern shall then meet with their supervisor and the field instructor to discuss and document the field assignment, work schedule and keep the internship coordinator informed regarding the outcome. HRA will be notified if there is no agreement with the field placement assignment or work schedule.</p> <p>12. Employment-based interns shall discuss time requirements of the placement with their immediate supervisor to ensure the continuity of work within their program area.</p> <p>13. Employment-based interns shall have a placement that is different than their current position of record (i.e., assigned program).</p> <p>14. The intern shall submit a field schedule to the student internship coordinator and current supervisor prior to the beginning of each semester.</p> <p>15. The schedule shall denote internship hours required for the semester for non-employee-based interns. Employee based interns shall compile a schedule that is inclusive of internship hours and work hours. Any notification of changes to the field schedule shall be discussed with the field instructor, task instructor, internship coordinator and HRA.</p>
	<p>Section E: Virtual Meetings and Etiquette</p> <p>1. Because of public health emergencies, such as the coronavirus pandemic (also referred to as COVID-19) at times staff may be required to work remotely and social distance. In these situations, CFSA's Child Welfare Training Academy and CFSA Field Instructors will use, as part of its student internship training program, virtual online meetings, virtual supervision, and trainings with students.</p>

	<p>2. To help ensure that virtual meetings or one-to-one interactions are productive and professional, here are several simple virtual meeting etiquette rules and tips to follow:</p> <ul style="list-style-type: none"> a. Limit keyboarding while in the virtual environment. Be mindful that the sound of your typing may be distracting and limit your ability to provide full attention. b. Dress appropriately and be aware of your surroundings. Ensure that you are careful in your attire and control the viewing of your space especially if you need to shift from your seated position. Make sure that your background is professional and work appropriate. For example: <ul style="list-style-type: none"> i. Select a space that displays an appropriate background. ii. While kids and pets are adorable create space for you to be focused and reduce the noise. iii. Mute your microphone when you're not talking this will prevent echo noise from conflicting microphones. iv. Speak up. When you enter a small meeting announce yourself when you join. v. Try to eat a snack before your virtual meeting unless otherwise approved by the meeting host.
	<p>Section F: Holding Virtual Meetings with People Outside of CFSA or DC Government</p> <ul style="list-style-type: none"> 1. CFSA is using MS Teams and WebEx for internal virtual meetings, screen-sharing, training, and problem-solving. Meetings can be extended to students outside of CFSA or DC government if they have an email address and a laptop or device with a camera and microphone. 2. Meetings can be accessed from a phone and a tablet; however, that requires downloading the application from an app-store (<i>see Business Process for detail steps</i>).
	<p>Section G: Student Internship Orientation and Training</p> <ul style="list-style-type: none"> 1. Student internship orientation and training is mandatory for all interns. Orientation and training shall be designed to help students become acquainted with applicable federal and local child welfare laws and regulations. In addition, it shall ensure that students have a successful transition and integration of academic and practical experience. 2. Student internship orientation and training shall be administered in-person and virtually by HRA and CWTA staff. For training administered by CWTA, students shall be scheduled based on their internship availability. 3. Student internship onboarding should occur in August or on the assigned date provided by HRA. 4. Student internship training shall consist of full day trainings.

	<ol style="list-style-type: none"> 5. Student interns shall receive a summation of CWTA's pre-service Interns will also be able to participate in in-service training with other CFSA's employees. 6. The student internship onboarding and training shall address but not be limited to the following areas: <ol style="list-style-type: none"> a. Introduction to CFSA b. Clarification of field assignment requirements c. Introduction to child abuse and neglect d. Confidentiality laws and requirements e. FACES f. Pre-service and in-service training information g. Ethical Child Welfare Practice including HIPAA h. Case planning i. Legal aspects of child welfare j. Other training as necessary 7. CWTA shall ensure that orientation and training outline the level of performance that CFSA and Host University requires.
	<p>Section H: Transportation</p> <p>Except for CFSA's employment-based student interns, under no circumstance shall a student intern transport a client by use of a government or personal vehicle.</p>
	<p>Section I: Problem Resolution</p> <ol style="list-style-type: none"> 1. CWTA and HRA shall ensure that student interns and field instructors are afforded the opportunity to a resolution process to address any problems or disputes regarding field instruction. CWTA Program Manager or designee shall keep HRA informed throughout the process and work together to resolve lingering issues. 2. The resolution process shall be initiated by the intern through discussion with the field instructor. If the discussion is unsuccessful, then the student shall meet with the CWTA internship coordinator. 3. If the intern's concerns are not resolved through discussion with the CWTA Internship Coordinator, then the intern shall contact the faculty liaison. 4. Final resolution will be vetted through the faculty liaison, the CWTA Internship Coordinator, CWTA Program Manager or designee and HRA. 5. If the resolution process is initiated by the field instructor, the field instructor will have an initial discussion with the intern. If the discussion is unsuccessful, then the field instructor shall meet with the CWTA internship coordinator and CWTA Program Manager or designee.

	<p>6. If the field instructor's concerns are not resolved through discussion with the CWTA Internship Coordinator, then the CWTA Internship Coordinator shall contact the faculty liaison.</p> <p>7. All CFSA employment-based intern problem resolution matters shall be referred to CFSA's HRA through the CWTA Internship Coordinator and CWTA Program Manager or designee.</p>
	<p>Section J: Absences from Field Placement</p> <p>1. Student interns shall inform their field instructor no later than the beginning of the field day, of any illness or emergency that requires their absence from the field placement.</p> <p><i>Note: CFSA's employment-based interns shall also inform their supervisors of any illness or emergency that requires their absence from the field placement and record used absence request in PeopleSoft system.</i></p> <p>2. Student interns shall plan with their field instructor to make up missed time before the end of the semester.</p> <p>3. Student interns shall NOT be required to attend field placement during official District of Columbia Government or university-observed holidays.</p> <p>4. Absences, other than official holidays, shall be made up before all CFSA and university rating forms are completed.</p>
	<p>Section K: Early Withdrawal from Field Placement</p> <p>1. Early withdrawal from field placement is NOT permitted except for extenuating circumstances (e.g., medical reasons, code of ethics violations, illegal acts, or violations of Agency policy).</p> <p>2. The CWTA Internship Coordinator shall be contacted by the field instructor if a situation arises that may potentially affect the student intern's continued placement.</p> <p>3. The CWTA Internship Coordinator shall contact the faculty liaison to discuss the concerns.</p> <p>4. If early withdrawal from field placement is imminent, the CWTA Internship Coordinator shall contact the CWTA Program Manager or designee who shall contact CFSA's HRA.</p>
	<p>Section L: Completion of Field Placement Requirements</p> <p>1. If there are NO extenuating circumstances, to successfully complete a field placement, each student intern shall complete the required field placement hours unless changes are made by the Council of Social Work Education.</p> <p>2. Field placement hours shall be contingent upon school requirements for undergraduate or graduate placement and whether the student is full-time or part-time.</p>

	<ol style="list-style-type: none">3. At the end of each field placement, each student intern shall complete a Student Internship Evaluation.4. Each field instructor shall complete a mid-year and final Intern Evaluation for the Host University, return it to the faculty liaison, and provide a copy to the CWTA Internship Coordinator.5. Each field instructor shall complete a CFSA Field Practicum Mid-Year Evaluation and Final Evaluation.6. The CWTA Internship Coordinator will share results of the Student Internship Evaluation and the CFSA Intern Evaluations with HRA.
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**GOVERNMENT OF THE DISTRICT OF COLUMBIA
Child and Family Services Agency**



Acknowledgement of Receipt of Social Work Internship Policy and Business Process

By signing below, I acknowledge that I have received and read a copy of the Child and Family Services Agency's Social Work Internship Policy and the Business Process. The Social Work Internship policy has been explained to me and I understand the Agency's policy and business process based on the information received. Should I have any questions regarding the Agency's social work internship policy or business process, I will seek clarification from the CWTA student internship coordinator.

Student Name (Please Print) _____

Student Signature _____ Date _____

CWTA Student Internship Coordinator Name (Please Print) _____

CWTA Student Internship Coordinator Signature _____ Date _____

To be placed in student's personal file

