

## Agency Example

### EXAMPLE: STUDENT INTERNSHIP PROTOCOL

The purpose of this procedure is to consistently track all internship and field observations in the agency. All internship requests should be routed through our Agency Human Resources (HR) office. Volunteers and job-shadowing opportunities may arise and the same procedures will be followed.

Direct all request for internships to the Agency Human Resources Manager at 677-2418. HR will provide instructions to the faculty or student as outlined below.

#### **Memorandum of Understanding/Agreement (MOU/MOA)**

1. Students that contact the agency directly, will be asked to submit internship requests through their University Faculty Advisor/Instructor.
2. When a request is received by the agency HR from the University Faculty Advisor/Instructor, the agency HR will request a MOU/MOA from the university which will include the university's requirements, goals and expectations of the internship and student evaluation criteria if not currently on file.
3. The MOU/MOA will be routed through the Contracts area of the DSS Finance department prior to going to the Director.
4. The original completed MOU/MOA containing appropriate signatures from the Colleges/Universities and Agency Director will be kept on file in the Agency finance section with the contract's staff person. MOU/MOA will be reviewed annually for renewal.

#### **Placement Process**

1. When a placement request has been received from the University, HR will request the following information via the Internship Placement Form:
  - a. Student Internship contact information
  - b. Degree being pursued
  - c. N.C. Collaborative involvement? Yes or No
  - d. Available start date and duration
  - e. Internship Work schedule
  - f. Job Placement Preference (Indicate 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> choice. The Agency does not guarantee preference)
  - g. University faculty name and contact information

2. HR will communicate the internship request to Assistant Directors (AD) or their designees for placement along with data listed above. The AD or designee is free to contact university faculty to discuss placement.
3. Interviews may be conducted at the request of the AD or their designee.
4. AD or their designee will communicate their decision in writing (via email) to accept or deny the request to HR within 7 business days. If the placement is denied HR will communicate the decision to the university faculty advisor/instructor. If placement is accepted:
  - a. The AD or designee will communicate an acceptance plan to HR with the intern's start date, duration/work schedule, job assignment and placement supervisor.
  - b. HR will conduct any necessary background checks and communicate the results to the AD's or their designee.
  - c. HR will notify Finance, Facility Operations, Information Systems & Staff Development of intern start date.
  - d. HR will work with the AD or their designee to make sure Interns attend new hire orientation.
  - e. Temporary ID badge will be issued during orientation.
  - f. A-2 key will need to be issued from info desk with supervisor signing.
5. At the end of the internship assignment:
  - a. The AD or their designee will provide copies of progress reports and/or evaluations directly to the University with a copy to HR.
  - b. HR will maintain an internship file on the student for future reference should the individual apply for employment with the agency.
  - c. HR will coordinate the exit process with the intern to collect A-2 key & temporary badge.

Applications for student internship will be accepted during the following timeframes.

<b>Semester</b>	<b>Application Deadline</b>	<b>Notification By</b>	<b>Approximate Start</b>
Summer	January 1 – March 1	March 30	Mid/Late May
Fall	January 1 – April 1	April 30	Mid/Late August
Spring	September 1 - November 1	November 30	Mid/Late January

## Agency

### STUDENT INTERNSHIP

#### **GUIDELINES: MEMORANDUM OF UNDERSTANDING/AGREEMENT (MOU/MOA)**

1. The Agency reserves the right to accept or deny placement requests.
2. There are not grievance procedures for placement denials or terminations.
3. The Agency reserves the right to terminate placement as deemed necessary.
4. The Agency requires students to comply with all of its operational policies and procedures to include but not limited to dress code policy and workplace harassment policy.
5. The Agency must approve any education plan related to field placement experience prior to the approved student's placement assignment.
6. Students cannot drive personal vehicles to conduct agency business and cannot transport customers.
7. If home visits are required, students must be accompanied by an employee designated by the task supervisor.
8. Students are not permitted to sign off on or close cases.
9. The Agency will provide field/task instructors. If the agency is able to provide clinical instructors, we will make every attempt to do so; however, Universities are ultimately responsible for the clinical supervision of MSW students. The parties understand that the school is an online institution, therefore there will be no onsite faculty presence from the school.
10. Students are required to have professional liability insurance and the requesting school will ensure that the student meets this requirement.
11. Students must maintain professional standards of confidentiality as required by the agency.
12. Requesting school will provide learning objectives and appropriate evaluation forms.
13. A request for placement to anyone other than the agency HR is prohibited.
14. Internships, volunteers and job shadowing requests must be from an accredited university, post-secondary or secondary area of learning.
15. Requesting school will ensure that all prerequisites are completed prior to internship request.
16. Students are not considered employees of the agency and will receive no monetary compensation.
17. The school is responsible for instructing the student to obtain a drug screening. The results should be submitted directly to the agency from the student or the testing facility.
18. Children Services Section placements:
19. Internship for undergraduates can only be completed in intake, licensing and recruitment.

- a. Interns will not be allowed to attend State Child Welfare Pre-Service training at agency expense.
  - b. Interns will not be allowed in case management, psychosocial assessment/diagnosis, information and referral, therapy, psychotherapy, supportive psychotherapy or classical behavior therapy unless the student is pre-service qualified.
20. Students are not allowed to make accompanied or unaccompanied home visits in family/child welfare situations in any case where the situation has been determined to be potentially dangerous.
21. The Agency does not offer or guarantee full-time, part-time or temporary employment at the completion of field placement for any approved student assigned.
22. School maintains professional liability insurance with a single limit of no less than Two Millions Dollars (\$2,000,000) per claim and Four Million Dollars (\$4,000,000) annual aggregate and general liability insurance with a single limit of no less than One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) annual aggregate, with umbrella liability coverage in amounts no less than One Million Dollars (\$1,000,000). Such insurance policies shall provide additional coverage to School's students. School shall provide agency with proof of coverage upon request.
23. The Agency shall provide students with training on the agency safety protocols, as applicable, and provide prompt notice to School of any situation involving threatened hazards or harm that may adversely impact the health or safety of students.
24. This MOU shall commence on May 1, 2019 (the "Effective Date") and shall continue for a period of five (5) years (the "Initial Term"). Upon expiration of the Initial Term of this Agreement, this Agreement and the Term shall renew for successive one (1) year periods (each a "Renewal Term"). Notwithstanding the foregoing, either party may terminate this Agreement for any reason or no reason, upon thirty (30) calendar days' prior written notice to the other party. In the event of termination or expiration of this Agreement before any participating Student(s) has completed the then-current term, such Student(s) shall be permitted to complete the then-current term subject to the applicable terms of this Agreement, which shall survive until the date of such completion.

This agreement supersedes any statement that may be in conflict with the requesting organization MOU/MOA.

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[NAME] \_\_\_\_\_ Date \_\_\_\_\_  
[TITLE] \_\_\_\_\_  
[NAME OF UNIVERSITY] \_\_\_\_\_  
[ADDRESS OF UNIVERSITY] \_\_\_\_\_  
[OFFICE NUMBER] \_\_\_\_\_  
[FAX NUMBER] \_\_\_\_\_

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Agency \_\_\_\_\_ Date \_\_\_\_\_  
Director \_\_\_\_\_  
[ADDRESS] \_\_\_\_\_  
[OFFICE NUMBER] \_\_\_\_\_  
[FAX NUMBER] \_\_\_\_\_

EXAMPLE