



College of Education & Human Development

DEPARTMENT OF HUMAN DEVELOPMENT
& FAMILY SCIENCES

HUMAN SERVICE INTERNSHIP SITE SUPERVISORS & STUDENT HANDBOOK 2019-2020

www.hdfs.udel.edu



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(National Organization for Human Services)

THE HUMAN SERVICE SENIOR INTERNSHIP: Information for Student Interns and Agency Supervisors

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I. HS INTERNSHIP OVERVIEW

During the senior year, Human Service students spend a full semester doing a ten-credit field experience in a community setting where they function as much like entry level staff members as possible. The Internship component of the HS program is designed to provide students with a hands-on, pre-professional realistic experience in a community-based agency. This experience gives them an opportunity to apply and evaluate the knowledge and skills learned in the classroom as well as develop an understanding of the human services delivery system and its relevance to local, state, and national social welfare policy. Students become more aware of the skills required to be an effective and successful human services professional and are able to determine their appropriateness for the profession.

Every effort is made to place the student intern in an agency which serves clients who are coping with stressful life experiences that fall within the student's area of interest. Examples of field settings are: Exceptional Care for Children, Delaware Center for Justice, Newark Senior Center, Head Start, Ronald McDonald House, Communities in Schools, Easter Seals, Family Promise, The Leukemia/Lymphoma Society of Delaware, Friendship House, and Children and Families First - Delaware.

II. INTERNSHIP ADMISSION REQUIREMENTS

Eligibility: In order to be eligible for the internship, the pre-service intern must earn a minimum of a C- in all HDFS courses and previously approved electives as well as meet the following requirements.

- A. Overall cumulative average of 2.5/4.0
- B. Major index of 2.75/4.0 in the following course categories
 1. *Core Human Development and Family Sciences courses.* Courses with an asterisk can be completed after the 400-hour internship.
 - a. HDFS 201: Lifespan Development
 - b. HDFS 202: Diversity and Families
 - c. HDFS 230: Families and their Communities
 - d. HDFS 235: Survey in Child and Family Services
 - e. HDFS 328: Introduction to the Research Process*
 - f. HDFS 332: Counseling Theories
 - g. HDFS 334: Experiential Education
 - h. HDFS 346: Counseling in Human Services
 - i. HDFS 347: Program Development and Evaluation*
 - j. HDFS 402: Child and Family Policy*
 - k. HDFS 422: Capstone in Family Relationships
 - l. HDFS 470: Families and Children at Risk
 2. *Restricted Electives/Area of Emphasis:* These courses are designed to provide students with a foundation related to the population with which they hope to work. Nine of the required twelve credits hours of these advisor -approved courses must be completed prior to the internship.
 3. *Families, Policy and Practice Elective (formerly known as at-Risk elective):* One course chosen from the following options: HDFS 270: Families and Developmental Disabilities; HDFS 331: Positive Youth Development; HDFS 403:

Adult Disability Issues; HDFS 408: Domestic Violence Policy and Prevention (cross-listed with WOMS 408, CRJU 408; and SOCI 408); HDFS 410: The Hospitalized Child; HDFS 472: Substance Abuse and the Family

4. *Developmental Elective*: At least one electives in the intern's area of interest

III. INTERNSHIP COURSE INFORMATION

A. Pre-Placement Requirements

1. Notify Clinical Coordinator (via Google Form) and complete Internship Eligibility Form with an advisor two full semesters prior to expected placement.
2. Complete all clearances per the [Office of Clinical Studies](#) during designated time periods prior to the scheduled internship. Without this clearance, pre-service interns cannot pursue interviews for potential placements.
3. The costs for any clearances (including drug screenings, if required by the placement site) are at the student's expense.
4. Attend mandatory orientation sessions (HS Internship; and Career Services) in the semester prior to expected placement

- #### B. Registration: Human Service/Clinical student Interns will be registered for both HDFS 449 (10 credit internship) and HDFS 465 (2 credit seminar) concurrently once they have successfully completed all pre-placement requirements.

C. Course requirements:

1. *Internship*: Students are required to work a minimum average of 30 hours per week (or a minimum total of 400 over the semester) in a previously approved placement site. The Agency Supervisor and the student intern agree upon the exact schedule.
2. *Seminar*: Students are required to attend the bi-weekly seminar on alternating Wednesdays from 9:00 am to 12:00 noon on the University of Delaware campus.
 - a. The seminar provides a medium for students to discuss issues affecting them in their Internship placement, and to explore professional development issues in Human Services.
 - b. Topics covered may include the role of a student in a professional setting, the impact of social issues and problems on the delivery of social services, student-colleague relationships, the supervisory relationship, problem-solving skills, ethical issues in human services, values clarification, working with diverse populations, and work-place issues such as stress, burn-out, and sexual harassment as well as post-undergraduate options (e.g., career search or graduate school.)
 - c. Other assignments include maintaining bi-weekly reflections of on-the-job experiences; readings; and an ePortfolio that reflects a culmination of the intern's academic work and field placements.

IV. RESPONSIBILITIES

A. INTERN: The student intern will

1. Prepare and submit a résumé to Agency Supervisor.
2. Provide her/his own transportation to and from the workplace.

3. Follow a work schedule similar to other full-time employees.
4. Perform the duties and responsibilities specified by the Agency Supervisor in a professional manner.
5. Be appropriately dressed.
6. Support the Agency's philosophy, methods, leadership, and programs.
7. Consult with Agency Supervisor when problems or questions arise.
8. Complete required forms and course requirements in a timely manner.

B. AGENCY SUPERVISOR: The Agency Supervisor will

1. Interview and select a student in conjunction with the Human Service Internship Coordinator. (Assign a qualified staff member to serve as supervisor if different from interviewer.)
2. Interpret the internship program to the agency's staff and help the intern gain acceptance as a staff member.
3. Orient, introduce, and identify the student intern as a staff member in order to encourage courtesy, consideration, and respect from colleagues and clients.
4. Provide the student with information and materials about the agency relative to the organization and its administration, facilities and equipment, programs, long-range planning, personnel policies, etc.
5. Provide appropriate opportunities for the student that contributes to her/his growth according to her/his ability and progress.
6. Support and guide student during the experience.
7. Evaluate student progress, using the following evaluation tools to help determine the student's final internship grade:
 - a. Complete, sign and submit bi-weekly, mid-term and final evaluation forms
 - b. Discuss progress with student.
8. Report any problems and concerns to student (when appropriate) and/or to the Human Service Internship Coordinator before any definitive action is taken.
9. Avoid subjecting student to hazards in the workplace.
10. Be available for consultation with the student and/or faculty supervisor as needed.
11. Reimburse the intern for any placement-related expenses beyond her/his transportation to and from the site's home base.

C. HUMAN SERVICE INTERNSHIP COORDINATOR/CLINICAL COORDINATOR. The Human Service Internship Coordinator serves as a major link between agencies and the University. The intent is to provide support in carrying out the educational goals. The Human Service Internship Coordinator and/or the Clinical Coordinator will:

1. Represent the University and the program to the community.
2. Determine and approve the student's eligibility for participating in the internship.
3. Match prospective Interns with cooperating internship agencies based on:
 - a. The student's area of interest and/or the nature of the organization in which that student is likely to be employed after graduation.
 - b. The agency's ability and willingness to provide a quality experience.

4. Determine the agency's willingness (via email or telephone) to accept a prospective intern based on
 - a. the perceived appropriateness of fit between the agency and the prospective intern(s); and
 - b. the student's interest, course preparation and interview.
5. Provide a copy of the Human Service Handbook to the Agency Supervisor prior to the beginning of the internship placement (also found on our department website).
6. Discuss the student intern's responsibilities with the Agency Supervisor.
7. Prepare the Student Intern for the placement (e.g., expected experiences, reports, conduct, and evaluation).
8. Visit and/or communicate with site supervisor at least once during the semester; observe when possible; confer with the Intern and Agency Supervisor; and suggest changes, if appropriate.
9. Evaluate the Student's Internship performance and determine final grade.
10. Provide the student with an assessment of her/his strengths and areas for growth noted during the Internship and Seminar.
11. Provide on-going support and guidance to the student.
12. Coordinate internship with seminar.
13. Communicate to students any change in course offerings that may affect the completion of their Human Service internship.
14. Maintain files with up-to-date agency information.
15. When appropriate, provide in-service training to new Agency Supervisors.

V. EVALUATION OF THE HUMAN SERVICE INTERNSHIP

Evaluation is a crucial component of field experience learning. Because significant variability exists in field experience situations, it is essential that faculty and Agency Supervisors have a common understanding concerning evaluation. Therefore:

- A. The course syllabus delineates the nature of the evaluation criteria for the internship and seminar.
- B. A regular reporting system as reflected in the course syllabus is provided to the intern prior to beginning the Internship.
- C. The faculty supervisor/Clinical Coordinator will provide the Agency Supervisor with the instruments for evaluating the internship. Supervisors are required to review interns' bi-weekly reports and complete a general assessment of the intern's bi-weekly progress as "Major Improvement Needed," "Some Improvement Needed," "Meets Expectations," "Often Exceeds Expectations," or "Consistently Exceeds Expectations."
- D. If such action is deemed necessary, the faculty supervisor/Clinical Coordinator will periodically contact the Agency Supervisor concerning the student intern's progress (beyond the bi-weekly and mid-term assessments).
- E. Input from the Agency Supervisor's bi-weekly, mid-term and final assessments will be used to determine up to 50% of the intern's final internship grade. ([See Forms](#))
- F. Each student is required to submit an evaluation of the agency in which she/he has worked. This form provides feedback on the quality of the experience and valuable information for future student interns who may be interested in the agency.

VI. PROCEDURE FOR RESOLUTION OF FIELD PROBLEMS

- A. Context: The Internship can be a rewarding experience, but there may be times when a placement is incompatible with student needs and/or expectations. On the other hand, the Agency Supervisor may have some concerns about the student intern's conduct or level of performance. Although such occasions have been infrequent, alternative placement may be appropriate in order to permit the student intern to complete the requirements of the Internship program in a timely manner.
- B. Procedure
1. The Intern and Agency Supervisor should first attempt to resolve the problem, following agency protocol, as appropriate. If this is not successful, each is to inform the other of her/his intention to seek additional help from the Human Service Internship Coordinator or Clinical Coordinator.
 2. If the Agency Supervisor finds the Intern's conduct or work performance less than desirable, the concerns should be discussed with the Intern. If such difficulties are serious enough to warrant termination of the placement, the Agency Supervisor should contact the Human Service Internship Coordinator or Clinical Coordinator and provide written documentation to support the action.
 3. The Clinical Coordinator will consult with the Human Service Internship Coordinator to examine the evidence to determine whether an alternative placement is appropriate and will confirm the final outcome in writing.
 4. With sufficient cause and evidence, the Human Service Internship Coordinator has the right to remove a student if she/he is unable to function within the agency structure.
 5. In the event of behavior deemed particularly egregious, the student intern MAY face removal from the internship program, based on recommendations of the site supervisor, the Clinical Coordinator, Human Service internship coordinator and/or the University of Delaware [Student Code of Conduct](#).

VII. ADMINISTRATIVE ITEMS

- A. Liability Information
1. All University students are insured against third-party liability claims when participating in a Field Experience program. Students are not classified as professionals or employees and cannot be held responsible for a professional/employee level of performance. Any questions or concerns regarding liability should be forwarded to the Risk Management Office (<http://sites.udel.edu/vpfinance/departments/risk-management/>), 220 Hullihen Hall, 302-831-2107.
 2. Students who receive pay are covered under the Worker's Compensation Law. Information regarding the University's Worker Compensation Policy can be found in the University of Delaware Policies and Procedures Manual at: <http://sites.udel.edu/generalcounsel/policies/workers-compensation/>
 3. Any questions or concerns regarding Worker's Compensation should be forwarded to the Labor Relations Office, 413 Academy Street, 302-831-2171.

B. Use of the Student Health Services

1. University policy requires all full-time students to pay the health service fee thereby making them eligible to use all campus health-related services.
2. Some students engaged in Field Experience programs may be exempt from this general policy if they have no opportunity to use the Health Service or Counseling Center during the semester. This would generally apply to students who:
 - a. have no day classes at the Newark campus.
 - b. are engaged in a semester-long study-abroad program.
 - c. are doing all of their course work or research out of state, or at least out of Newark for the entire semester.
3. Interns should consult Student Health Services (302-831-2226) to determine if their program merits an exemption.

C. Field Placement Hours

1. With the possibility of some exceptions, students will follow the same hours as those kept by the agency.
2. Regular schedules are worked out and agreed upon between the student and Agency Supervisor.
3. The Agency Supervisor, intern, and the Human Service Internship Coordinator/Clinical Coordinator should work out variations, when necessary, including allowing interns to work on projects outside of the placement site or normal business hours, if necessary.

D. Holidays

1. Students are entitled to observe their own religious holidays but must notify the site supervisor in writing in advance and make appropriate arrangements for missed time.
2. Interns in the field have the option to observe agency holidays as long as they remain mindful of the 400 hour minimum requirement.
3. Students observe University holidays/breaks that occur during the semester (i.e., Election Day; Thanksgiving break; Spring break) and other instances when UD classes are cancelled.
4. The Human Service Internship Coordinator/Clinical Coordinator will identify school holidays for students and Agency Supervisors. Calendars are sent to Agency Supervisors at the beginning of the Internship.

E. Absences/Late Arrivals

1. Students are expected to be in the field on a regular schedule and are expected to notify the Agency Supervisor promptly in case of late arrival or absence.
2. The Clinical Coordinator should also be informed in case of an absence.
3. Subsequently, an appropriate plan must be negotiated with the Agency Supervisor for making up the work.
4. In the event of a prolonged absence, the Agency Supervisor should notify the Clinical Coordinator and Human Service Internship Coordinator as soon as possible

F. Reimbursement for Field Placement-Related Expenses

1. Interns assume responsibility for their own round-trip transportation costs from their local residence to their placement's home base.
2. However, agencies are expected to reimburse interns for agency-related transportation costs required by field assignments away from the base office and similar petty cash expenses as may be incurred in the course of carrying out agency services.
 - a. Students must follow agency procedures for documenting and requesting any reimbursement.
 - b. If this policy represents a problem, the Agency Supervisor should discuss it with the Clinical Coordinator or Human Service Internship Coordinator as soon as possible in order to determine alternate options (e.g., alternate placement; revision in responsibilities/expectations).

VIII. CONTACT INFORMATION

A. Human Service Internship Coordinator

Dr. Norma Gaines-Hanks, Associate Professor
Department of Human Development and Family Sciences
Newark, DE 19716

Email: ngaines@udel.edu

Phone: 302-831-8616

Fax: 302-831-8776

B. Human Services Clinical Coordinator

Mr. Adam Morris
Department of Human Development and Family Sciences
Newark, DE 19716

Email: armorris@udel.edu

Phone: 302-831-0253

Fax: 302-831-8776

C. Department of Human Development and Family Sciences

111 Alison Hall West

Phone: 302-831-6500

Fax: 302-831-8776

Email: hdfs-dept@udel.edu

Website: www.hdfs.udel.edu

IX. FORMS

The following forms are included in this handbook but also available [online](#).

- A. [Fax Cover Sheet](#)
- B. [Bi-Weekly Report: Time Report](#)
- C. [Supervisor's Mid-Term Progress Report](#)
- D. [Supervisor's Final Evaluation](#)



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Human Development

DEPARTMENT OF HUMAN DEVELOPMENT
& FAMILY SCIENCES

Human Service Internship
FAX COVER SHEET

TO:

Clinical Coordinator
Department of Human Development and Family Sciences
University of Delaware

FAX NUMBER: 302-831-8776

FROM: _____

NOTE: Please use when faxing (1) Bi-Weekly Time Reports or (2) Supervisor Evaluation forms.

Number of pages (including this cover sheet): _____

Comments:



HDFS 449
HS-4: Time Report

Intern: _____ **Site:** _____ **Report #** ____ **out of 7**

Instructions: Please provide a brief overview of the work you completed during this time period. Time Reports are to be submitted by 12:00pm every other Saturday. Track time in 15 min intervals (.25)

HOURS WORKED									
Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total	
1									
2									
								Total	

WEEKLY ACTIVITY				
Week	Worked on/completed	Worked With	New Tasks/ What's Next	Other
1				
2				

Supervisor: Please assess the intern's performance during this bi-weekly period:



Does the Supervisor have any specific comments or concerns they wish to address with the Clinical Coordinator (absences, professionalism, etc)? Yes No

Site Supervisor Signature: _____ Date: _____

Student/Intern Signature: _____ Date: _____



HUMAN SERVICE INTERNSHIP
SUPERVISOR'S MID-TERM PROGRESS FORM (HS-6)

<http://www.hdfs.udel.edu/current/hs-majors/human-services-internship/#supervisor>

To be completed by the Agency Supervisor, signed and (1) faxed to 302-831-8616; (2) scanned and emailed to armorris@udel.edu; (3) mailed to HDFFS, Alison Hall, U of D., Newark, DE 19716 - attention Adam R. Morris, Clinical Coordinator; or (4) placed in a sealed envelope addressed to the Clinical Coordinator and given to the intern.

Student's Name: _____ Date: _____

Agency Supervisor: (Ms., Mrs., Mr., Dr.) _____

Agency Supervisor's Position: _____

Please complete as applicable

	Needs Improvement	Fair	Average	Above Average	N/A
1) Adherence to Dress Code					
2) Openness to Constructive Feedback					
3) Cooperativeness					
4) Dependability					
5) Maturity					
6) Growth in Knowledge					
7) Growth in Skills					
8) Initiative					
9) Interest in Major Fields					
10) Desire to Learn					
11) Leadership					
12) Perseverance Completing Tasks					
13) Poise					
14) Potential for Development					
15) Reliability					
16) Disposition					
17) Social Adaptability					
18) Status with Other Employees					
19) Teaching Skills					

Other Skills (please list)

Additional Comments (please complete)

This Progress Report has been discussed with student: Yes_____ No_____

Person Completing Form: _____

Position: _____

Agency: _____

(Agency Supervisors are encouraged to submit any recommendations for the Internship under separate cover and forward to the Clinical Coordinator.)



SUPERVISOR'S FINAL EVALUATION OF STUDENT HUMAN SERVICE INTERN (HS-7)
<http://www.hdfs.udel.edu/current/hs-majors/human-services-internship/#supervisor>

To be completed by the Agency Supervisor, signed and (1) faxed to 302-831-8616; (2) scanned and emailed to armorris@udel.edu; (3) mailed to HDFS, Alison Hall, U of D., Newark, DE 19716 - attention Adam R. Morris, Clinical Coordinator; or (4) placed in a sealed envelope addressed to the Clinical Coordinator and given to the intern.

Student: _____ Date: _____

Placement/Agency: _____

Agency Supervisor: (Ms., Mrs., Mr., Dr.) _____

Date of Internship: From: _____ To: _____

Description of Student's Role: _____

To the Agency Supervisor: In each category, place a check mark opposite the one phrase that describes the Student intern most accurately.

1. ABILITY TO FOLLOW INSTRUCTIONS

- Uses initiative in interpreting and following instructions
- Usually follows instructions with no difficulty
- Follows instructions with some difficulty
- Needs repeated detailed instructions

2. APPEARANCE

- Exceptionally neat and appropriately dressed
- Neat and appropriately dressed
- Satisfactory appearance and dress
- Sometimes neglectful of appearance and dress

3. ATTITUDE TOWARD WORK

- Takes a keen interest in the training and takes initiative to learn
- Shows interest in training and has desire to learn
- Has some interest in the training
- Shows little interest or enthusiasm for the training

4. ATTENDANCE AND PUNCTUALITY

- Never absent or late without good cause
- Seldom absent or late without good cause
- Occasionally absent or late
- Frequently absent or late

5. COOPERATION

- Always cooperates eagerly and cheerfully
- Usually cooperates eagerly and cheerfully
- Cooperates willingly when asked
- Cooperates reluctantly

6. PUBLIC RELATIONS

- Extremely tactful and understanding in dealing with all types of clients/people
- Usually poised, courteous, and tactful in dealing with clients/people
- Tries to please clients
- Sometimes lacks poise and seems indifferent to others

7. DEPENDABILITY

- Meets all obligations unfailingly without supervision
- Meets obligations with very little supervision
- Meets obligations under careful supervision
- Sometimes fails in obligations even under careful supervision

8. EXPENSE CONSCIOUS (Materials and Equipment)

- Extremely careful in using materials and equipment
- Uses good judgment in using materials and equipment
- Takes average care in using materials and equipment
- Careless about equipment and materials

9. WORK SKILLS

- Possesses all of the essential skills and related information
- Has an above average command of the essential skills and related information
- Has an acceptable command of the skills and related information
- Lacks the essential skills and related information

10. OBSERVANCE OF RULES

- Always observes agency rules
- Seldom disregards agency rules
- Observes most of the agency rules
- Frequently neglects agency rules

11. QUALITY OF WORK

- Has aptitude for doing neat, accurate work, and exceeding the requirements
- Does more than required amount of neat, accurate work
- Does normal amount of acceptable work
- Does less than required amount of satisfactory work

PLEASE CHECK THE MOST APPROPRIATE RESPONSE:		Needs Improvement	Fair	Average	Very Good	Excellent	Not Applicable
Personal Qualities	12. Stability, maturity						
	13. Sensitivity, non-judgmental attitude						
	14. Vitality, enthusiasm						
	15. Ability to apply learning						
	16. Use of good judgment						
	17. Integrity, values importance of confidentiality						
	18. Flexibility, acceptance of divergence						
Role Expectations Within Agency Setting	19. Sense of commitment and involvement with others						
	20. Understanding of agency function and operation						
	21. Ability to use resources creatively						
	22. Work load organization						
	23. Colleague relationship						
	24. Work with groups						
Demonstration of Professional Qualities	25. Ability to implement role demands as an Human Service Intern						
	26. Understanding of individual job responsibilities						
	27. Demonstrates conscious disciplined use of self						
	28. Increasingly functions more autonomously in areas of competence						
	29. Uses criticism constructively						
	30. Skilled in counseling techniques, if applicable						
	31. Uses and applies professional literature						

32. OVERALL EVALUATION OF STUDENT'S TRAINING

- _____ Outstanding
- _____ Above average
- _____ Average
- _____ Below average
- _____ Poor

33. What traits may help or hinder the student's advancement?

34. Would you recommend this student to pursue a career related to this experience? If so, what additional recommendations would you make to better prepare the student for such a career?

35. What special problems, if any, affected this student's performance of objectives (such as inappropriate timing of the experience, deficiencies in academic training, etc.)?

Has this evaluation been discussed with the student? Yes No

Comments:

Agency Supervisor's Signature, Title

Date