

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

July 28, 2008

What's Inside:Student Intern
Procedure and
Protocol**MEMORANDUM**

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS AND
CHILDREN'S DIVISION STAFF

FROM: PAULA NEESE, DIRECTOR

SUBJECT: STUDENT INTERN AND VOLUNTEER PROCEDURE

DISCUSSION:

The purpose of this memorandum is to inform staff of new policy related to the management and supervision of interns and volunteers. This policy provides standard procedures for supervisors to follow for the purpose of promoting consistent practice in the handling of interns and volunteers placed within the various Children's Division offices throughout the state.

It is important to recognize that intern and volunteer skills and education programs will vary depending upon the nature of the education program the intern student is pursuing and the goals the student, the education program and the Children's Division intend to achieve through the program offered. For this reason, policy will only address specific requirements of the supervisor and the intern or volunteer regarding general procedures. The content of each individual intern learning plan should be developed collaboratively between the student, the CD supervisor, and the learning institution in a manner consistent with the policies and mission of the Children's Division.

Student interns may need access to CD electronic systems to be able to complete their assignments. Supervisors should determine the necessary level of access and have the local security officer submit an Automated Security Access Processing (ASAP) request to the CD Security Officer indicating the specific security access needed.

Historically, the student intern has been able to obtain access to view information in FACES, but obtaining the appropriate access to allow the student intern to enter data into FACES has been problematic. The following procedures are now in place for the student intern to obtain the necessary access to be able to enter data into FACES:

- The local security officer submits the signed DSS Confidentiality agreement along with an ASAP request to the CD Security Officer, indicating the need for

the student intern to have access to FACES. The request should indicate the specific RACF group which applies to the student intern's duties.

- Once security access is granted, the supervisor must go into FACES and add the student intern to the worker screen and associate the intern with the worker association screen and the county office in which they work.
- In the "Title" dropdown box, "Practicum Student" must be selected.

See Section 8, Chapter 2, Subsection 4 of the Child Welfare Manual to review new policy outlining general procedures for the student intern and/or volunteer and the CD employee who will be supervising the position.

In summary, procedures for hiring and supervising student interns are now similar to the process for new employees. Student interns will be reimbursed for mileage and travel expenses as policy allows for employees. Likewise, CD systems access will be given to student interns at the level of access determined necessary by the supervisor.

NECESSARY ACTIONS:

1. Please review this memorandum with all Children's Division Staff.
2. All questions should be cleared through normal supervisory channels and directed to:

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CHILD WELFARE MANUAL REVISIONS:
Section 8 Chapter 2.4 [Student Interns and Volunteer Procedures](#)

[COUNCIL ON ACCREDITATION \(COA\) STANDARDS](#) : G4.7.04, G4.8.05; G4.11, G5.5.03
(Employee Access Only)