



# Internship Manual

## Master Level Student Internship Program Guidelines

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## Introduction

Thank you for choosing Park Center for your internship. We are an organization with over 30 years of experience in student training and supervision. During a Park Center internship or practicum, students can expect to gain valuable knowledge and skills under the tutelage of seasoned professionals within a multidisciplinary setting. In addition to weekly internship activities, students are invited to participate in a wide array of additional training opportunities, including the Professional Training Series workshops, featuring national experts in the mental health field; and on-campus events such as the Cultural Proficiency Series. At Park Center, our goal is to provide students with an experiential education to supplement classroom learning in order to prepare students for a career in behavioral health following graduation.

This manual is a resource for prospective and current students and our university partners. Students will find information regarding the application process, requirements, and expectations during internship or practicum.

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Professional Development Coordinator

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## Academic Expectations

Graduate students are expected to demonstrate superior written and oral communication skills, as well as professionalism. Preference is given to students working toward their final internship prior to graduation. Park Center supervisors are generally looking for a commitment of at least two semesters. Students seeking an internship or practicum at Park Center should meet the academic expectations listed below.

### Expectations

- A theoretical foundation to work from, e.g. cognitive behavioral, brief dynamic, and group therapies; models for therapeutic change; motivational interviewing, etc.
- A basic knowledge of the DSM-5 and the ability to formulate diagnostic impressions.
- Prior face-to-face experience with clients.
- Knowledge of one's ethical and professional guidelines.
- Some experience conducting client interviews and summarizing client clinical information to a point where the student is able to formulate a plan for treatment that demonstrates medical necessity.
- Some familiarity with the types of psychological or psychiatric conditions treated in a community mental health setting.
- Population-specific training related to the population the student wants to work with, e.g. child developmental psychology, adolescent psychology, adult life span, addictions psychology, etc.

## Placement Benefits

Park Center offers the following supports to help students better apply academic learning to real-world experiences:

- Coverage by Park Center's professional liability insurance to supplement the student's liability insurance.
- Use of Park Center's facilities (staff lounge, intranet, etc.)
- Private office space, when appropriate and available.
- Access to computer and audio-visual equipment

- General secretarial services and technical support.
- Free access to all training events, including the Professional Training Series workshops and Cultural Proficiency Series.
- Opportunities to learn about the various services and programs offered at Park Center

## **Liability and Confidentiality Guidelines**

### **Professional Liability Insurance**

Park Center's professional liability insurance policy covers post-graduate students during their placement at Park Center. Additionally, Park Center requires post-graduate students, or their academic programs, to share the professional risk by obtaining liability insurance. A copy of the student's professional liability insurance should be submitted prior to the internship start date with other application materials. Liability insurance is affordable and can be easily obtained through any professional credentialing organization, or directly through an insurance agency that specializes in professional liability for interns.

### **Confidentiality and Client Rights**

Graduate students are to adhere to Park Center policies and procedures during their placement at Park Center. This includes the Center's policy on confidentiality and client rights. All students will be required to complete a "*HIPAA, Confidentiality, and Client Rights*" course. Students are also required to sign an agreement form indicating they understand and agree to abide by Park Center's standards concerning HIPAA compliance, state confidentiality regulations, and client rights.

Park Center does *not* permit the utilization of any client protected health information for class assignments. Therefore, students may not take any written, audio-visual, or computer related client information off Park Center's premises. Additionally, faculty advisors are not permitted to do on-site observation of students with clients. When observation of a student with the client is a requirement of the internship process, we recommend Park Center's clinical supervisor be used to perform that function on behalf of the faculty advisor. Violations of Park Center's HIPAA and Confidentiality policy will result in immediate termination of the student placement.

## How to Apply

Please email the following application material to [Emily.Liechty@parkcenter.org](mailto:Emily.Liechty@parkcenter.org):

- Park Center Internship Application (located at the end of this manual)
- Authorization For Obtaining Limited Criminal History form (located at the end of this manual)
- A curriculum vitae or resume
- An official transcript (unofficial may be submitted with the understanding that an official transcript will be provided following acceptance into the program)
- Proof of professional liability insurance coverage
- Two (2) professional letters of recommendation
- An affiliation agreement or memorandum of understanding from the academic institution which should include:
  - An educational agreement between the academic institution and Park Center that identifies shared responsibilities for the internship process
  - Internship expectations and goals

Application material should be submitted at least six (6) weeks prior to the expected start date.

### Questions should be directed to:

Emily Liechty, MSW, LCSW  
Professional Development Coordinator  
[Emily.Liechty@parkcenter.org](mailto:Emily.Liechty@parkcenter.org)  
260-481-2700 ext. 2148

Email is the preferred method of communication.

## **What to Expect After Applying**

After receiving the student's application material, the Professional Development Coordinator will make contact with the student in order to discuss potential placement sites, the placement process, and internship expectations.

The Professional Development Coordinator will share the student's application material and preferences with potential Park Center supervisor(s). If a supervisor is interested in moving forward, a placement interview will be arranged between the student and supervisor to ensure a good fit between the student's placement goals, supervision requirements, and what the program can provide. Following the interview, the supervisor will make a decision regarding the placement.

The supervisor will notify the Professional Development Coordinator (PDC) of her/his decision. If accepted, the student will arrange a time to meet with the PDC to sign Human Resources paperwork prior to starting the internship. The student is responsible for communicating with her/his supervisor to discuss a start date and time.

Park Center conducts background checks on all students prior to the internship start date. Acceptance for placement is contingent upon an acceptable finding. Park Center will pay for the cost of conducting background checks. Depending on the placement site, a DCS background checks may be required. This may include fingerprinting at a separate location.

## **The Internship Experience**

### **The First Day**

Be sure to arrive at the internship site promptly at the agreed upon time. Professional attire is expected; however, your supervisor may adjust the requirement depending on the assigned department. It is always best to consult with the supervisor regarding departmental expectations. HR will assign an intern badge prior to the start date. Students must wear this badge whenever they are on campus.

The clinical supervisor will take as much time with the student as possible on the first day, but she/he may also be pulled in other directions. Students should remember to remain flexible, open-minded, and prepared for new experiences

## The First Week

Within the first week:

- The student and supervisor will complete the *Placement Schedule*, located in the internship folder provided after completing HR paperwork. The supervisor should send a copy of the schedule to the PDC.
- The student and supervisor will complete a *Student Development Plan*, located in the internship folder, in order to form goals and objectives for the internship experience. If available, supervisors may substitute university documentation for this form. Supervisors should send a copy of the student's goals and objectives to the PDC.
- The supervisor will orient the student to Park Center using the *Centerwide Orientation Checklist* (a copy is provided in the internship folder). The supervisor should send a completed checklist to the PDC within the first seven (7) days of starting.
- The supervisor will arrange computer training with IT staff. Students are provided with access to the electronic medical record (EMR). *All EMR entries must be reviewed and approved by the supervisor as evidenced by the supervisor's signature and date.*
- The student should start completing trainings in Relias, Park Center's online learning management system. Students are given login information prior to starting the internship and are expected to complete assigned trainings by the stated due date.

## Throughout the Internship

Please keep the following in mind during the internship:

- Students are required to receive at least one hour of face-to-face supervision weekly. The supervisor will document each session on a *Student Supervision Documentation Form*, located in the internship folder. Supervision should include direct observation of the student with client(s) on a minimum of two occasions. Supervisors will determine how much additional supervision is necessary based on the student's experience, knowledge, and skill level.
- Students are required to maintain their own log of internship experiences and hours completed.
- Students must comply with Park Center policies and procedures regarding safety, HIPAA & Confidentiality, notification of absence/illness, supervision, professional conduct, computer use, training, and documentation and billing.



- Students are strongly encouraged to regularly attend program staff meetings. In addition to required training, students may attend other training events as deemed appropriate by their supervisor.
- The student's supervisor must complete a midterm and final evaluation of the student's learning and performance during their internship. She/he will forward a copy to the PDC.

### **Ending the Internship**

At the end of the internship, the student will arrange an exit interview with the PDC to complete a Corporate Compliance Exit Statement, to terminate computer access, and to return her/his student ID badge. The student's supervisor may conduct the exit interview in place of the PDC. A link to an online survey will be provided for the student to rate their internship experience. The supervisor will forward copies of all documentation and evaluations to the PDC. The PDC maintains student records for seven years, as required by law.

### **Student Internship Responsibilities**

- Students are expected to demonstrate professional conduct at all times, which includes behavior, conversation, and appearance.
- Students are to abide by Park Center's Employee Code of Ethics, the ethical standards of their profession, and the policies and procedures of Park Center.
- If students are working with clients, they are expected to disclose to clients with whom they work their student status, current credentials, the approximate duration of placement, and who their supervisor is. Clients have the right to know this information under the Client Bill of Rights Act so they can make informed treatment decisions. They have the right to refuse treatment by a student.
- Students should be flexible when scheduling supervision time. It is best to schedule supervision at least six weeks out to reduce the frustration of scheduling conflicts. It is also good practice to schedule the midterm and final evaluation dates at the beginning of placement to avoid scheduling hassles.
- Students must schedule time to regularly staff their cases, either with their supervisor or during the department clinical staffing time. This includes reviewing diagnostic impression, client assessments, treatment plans and interventions, and progress updates. It is not acceptable for students to do this work on their own without direct clinical supervision. Students are strongly encouraged to participate in clinical staff meetings on a regular basis.

- Students are expected to maintain attendance according to their placement schedule and follow the Center's policies on attendance. The student's supervisor must approve any changes in the placement schedule. If a student is ill, she/he must take responsibility for ensuring that appointments are covered and to notify the supervisor of their absence. If a student is away for more than two weeks, it could result in termination of placement depending on the circumstances.
- Students must allow time for closure with clients. Clients often become close to students over time and forget they will be leaving. It is important for the student to take time during their last few weeks to say good-bye to those with whom they are working, including staff. Students should consult with the supervisor to decide what responsible action should be taken with their caseload, e.g. transfer of clients to another clinician, or termination. Students should complete any remaining documentation requirements prior to leaving.

### Disciplinary Procedures

In the rare event that disciplinary action is required, the following procedure applies.

The Professional Development Coordinator should be notified of any problems between Park Center, the student, or the academic institution. Park Center's policy and procedure for corrective action and/or termination is applicable to student interns.

- **Serious violations** of Park Center policies and procedures may result in immediate termination. These violations may include breach of confidentiality or ethics violations such as sexual misconduct with a client, etc. In this case, a discussion or meeting will be arranged by the PDC with the student, student's supervisor, and faculty advisor, when an internship needs to be terminated.
- **Less serious violations** where student performance is not in conformance with expected standards will first require a corrective action plan. The student and the student's supervisor, as well as the PDC, will receive a copy of the corrective action. If the student is unable to satisfy the requirements of the corrective action plan within the specified timeframe (generally 30 days), the internship may be terminated.

### Supervision Definitions

**Student Supervision** is a process whereby a seasoned professional has the responsibility for oversight, training, and evaluation of a professional-in-training, within a related profession, who is seeking to acquire knowledge and skills from a field placement experience.

**Oversight involves** the monitoring of a student's placement for adjustment and adaption and includes:

- Placement and environmental adjustment
- Ability to apply academic learning to the placement experience
- Ability to satisfy internal and external documentation requirements
- Ability to establish and maintain effective relationships with clients
- Compliance with Park Center's policies, procedures, and ethical standards

**Training** includes learning opportunities the student receives to further her/his professional development. Park Center training opportunities include:

- Orientation to Park Center's service delivery system (i.e. intake, transfer, referral, emergency care, and discharge processes).
- Training on the electronic medical record, billing practices, clinical training, online training, etc.
- Learning how to gather and document clinical information, conduct a client assessment, formulate a diagnostic impression, create a treatment plan, etc.
- The chance to personally learn about the dynamics of the therapeutic relationship.
- Interacting with seasoned professionals during clinical staff meetings, department and service center training events, supervision sessions, etc.

## Park Center, Inc. Mission Vision & Values

Park Center is a Community Mental Health Center and Inpatient Hospital in Northeast Indiana, established in 1953. With an annual budget of more than 32 million dollars and over 500 employees, Park Center served 10,568 consumers in FY 2016-2017 through 40 consumer service programs. Services are provided through five clinical service centers: Managed Care Services, Inpatient Services, Adult Community Services, Substance Use Services, and Child & Adult Services. In addition, Medical Services, which is staffed by psychiatrists and clinical nurse specialists, provides psychiatric and medical services to these clinical service centers. Support for the clinical service centers is provided by Administrative and Corporate Services staff.

**Park Center's Mission:** The mission of Park Center is to restore lives. By partnering with consumers, we strive to support and facilitate their journey toward health.

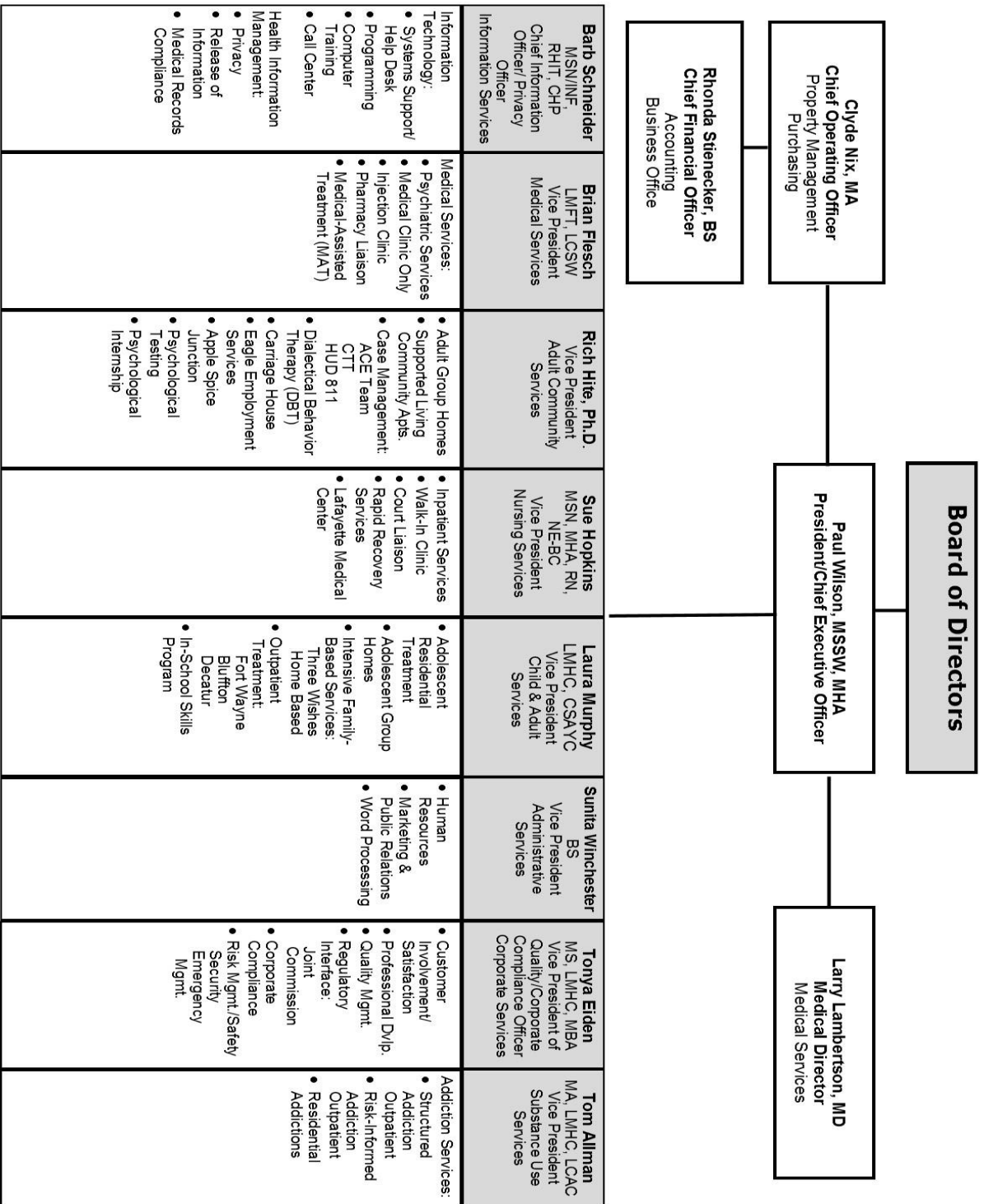
### **Vision:**

- Park Center's vision is a community where:
- Behavioral health challenges are no longer in the shadows,
- People who experience the pain of a behavioral health issue have easy access to effective care,
- The burden of unaddressed behavioral health challenges no longer reduce the productivity and vibrancy of our community, and
- Park Center is recognized as a vital contributor to this new reality.

### **Supporting Values:**

- **Listening to Consumers:** We recognize that our customers are in charge of their recovery journey. Whenever possible, we will arrange services dictated by their strengths, dreams and desires.
- **Commitment to Excellence:** We are committed to excellence in every part of our organization and in our relationships to the communities and the consumers we serve.
- **Most in Need as Priority:** Park Center places those consumers who are most in need as our highest priority.
- **Customer Satisfaction:** We are committed to consumer satisfaction by being respectful, flexible, responsive, friendly, and by placing the customer first.
- **Mutual Respect:** We respect staff in a way that promotes a sense of ownership, motivation, growth, trust, and shared responsibility for creating our own future.
- **Financial Strength:** Park Center is best able to fulfill its mission through a position of financial strength. Strong business practices will promote a healthy bottom line.

**Park Center, Inc. Organizational Chart**



Org chart 06/19

**PARK CENTER, INC.**  
**GRADUATE STUDENT INTERNSHIP APPLICATION**

Student Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Emergency Contact Name/Number \_\_\_\_\_

Faculty Advisor's Name: \_\_\_\_\_ Advisor's Email \_\_\_\_\_

Academic Institution & Address: \_\_\_\_\_

Internship Program (Social Work, Mental Health Counselor, etc.): \_\_\_\_\_

Is this program accredited? Yes / No      If yes, accredited by: \_\_\_\_\_

Year in Program: \_\_\_\_\_ Degree Being Pursued: \_\_\_\_\_

Placement Start Date: \_\_\_\_\_ Placement End Date: \_\_\_\_\_

Weekly Hours: \_\_\_\_\_ Total Placement Hours Needed: \_\_\_\_\_

Official Graduation Date: \_\_\_\_\_

How did you learn about Park Center internship opportunities? \_\_\_\_\_

List 1st and 2nd Park Center program / department preferences:

1) \_\_\_\_\_ 2) \_\_\_\_\_

Have you ever been an employee or student at Park Center? Yes / No

If yes, please list dates and position (s) \_\_\_\_\_

Specify years of experience in mental health: \_\_\_\_\_

List the names of the two (2) professional references who will be submitting letters of recommendation, as well as their credentials, phone number and email address.

1) \_\_\_\_\_

2) \_\_\_\_\_

## **PARK CENTER, INC.**

### **UNDERGRADUATE STUDENT INTERNSHIP APPLICATION**

**Preferred Population:** Do you have a preference for working with a particular client group? Describe what type of work you would like to do with this group. What client groups have you worked with previously, and what coursework do you have had related to working with this population?

**Goals & Objectives:** Identify three primary educational goals, as well as any special interests you may have in mind for this placement experience.

**Personal Strengths:** What do you consider to be your strongest personal assets as a developing professional? How do you see your placement experience at Park Center as enhancing your effectiveness?

**Skill Development:** What specific professional skills do you wish to acquire or enhance while at Park Center?

**Career Goals:** What are your specific goals after graduation? How do you envision your experience at Park Center contributing to those goals?

**Site Selection:** Why did you decide to apply to Park Center? What interests you most about community mental health?

Please add any additional information that will help us in tailoring your internship experience at Park Center. Feel free to use a separate paper if needed.

**Applicant Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

