

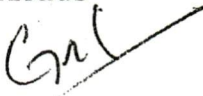


Memorandum

May 27, 2005

Memo No. 2005-18

TO: All Department Heads

FROM: Glenn Walters 
Personnel Director

SUBJECT: County Internship Program

Attached hereto for your information is a copy of the updated County Internship program for high school and college students.

The Intern Application provides for "Volunteer" and "Paid" Interns so be sure the student checks the appropriate box and is clear on this issue.

Should you have any questions about the program please call me.



COUNTY OF LAKE **INTERNSHIP PROGRAM**

Personnel Department
255 North Forbes Street
Lakeport, Ca. 95453
Phone: (707) 263-2213
Fax: (707) 262-1843

DEFINITION OF AN INTERN

An intern is a student currently enrolled in a specific academic curriculum which directly relates to the work the intern performs for the County. An intern may be paid (Extra-Help) or unpaid (Volunteer).

INTERNSHIP PROGRAM PHILOSOPHY

The County of Lake's Internship Program enables high school, graduate and undergraduate students to augment their academic training with additional professional level development by participating in challenging and varied internships.

The Program's commitment to serving local students and institutions of higher learning is underscored by the County's flexibility and willingness to accommodate both individual and general student needs when creating internships. Such positions allow students to exercise their skills, knowledge, and abilities in ways which directly benefit the citizens of Lake County.

Most of Lake County's interns are Mendocino and Yuba Community College students. However, we do accommodate other schools when appropriate and requested.

RECOMMENDATIONS

One of the most productive ways to utilize interns is to establish a year-round internship, designed to involve the intern in a wide variety of departmental functions. By moving away from specific project oriented assignments, interns have the opportunity to become more familiar with the department's operations.

We also encourage departments, whenever possible, to pay their interns. Many qualified students can only seek paid internships because of money and time restraints. Paid intern positions tend to generate greater interest on the part of students, enabling departments to select from a larger pool of applicants.

**IS AN INTERNSHIP PROGRAM RIGHT FOR YOUR
DEPARTMENT ?**

- * The organization must be sound.
- * Employee morale should be at a high level.
- * There is a real need for student assistance.
- * Staff must be willing to accept students and treat them as co-workers.
- * The work to be done can easily be divided into smaller jobs for students.
- * Staff must be willing to train and supervise interns.
- * There is adequate space for the intern to work.
- * Top management must support the program with enthusiasm and a budget (staff time, materials, space, etc.).

KEYS TO MAKING AN INTERNSHIP PROGRAM WORK

1. **Good Job Design and identification of needs, qualifications of student intern, training, goals, and objectives.**
2. **Staff Commitment-securing administrative commitment through all levels.**
3. **Well Planned Recruitment.**
4. **Careful Screening & Selection.**
5. **Appropriate Training.**
6. **Good Supervision by Staff.**
7. **Positive Intern Management,**
8. **Evaluation with the student intern.**
9. **Recognition of staff and interns, both formal and informal.**

QUESTIONS TO ADDRESS IN DESIGNING AN INTERNSHIP

1. Is the job really needed by department or its clients/public?
2. Does the job fit into the overall goals and policies of the department?
3. What are the specific job duties? Is the role of staff versus student intern clearly defined?
4. Is it reasonable to ask an intern to do this job?
5. Will the job fit the time frame of potential student intern?
6. Will the job be supervised by a specific staff member who has the time and wants to work with the student intern?

JOB DESCRIPTIONS ARE IMPORTANT:

- A. To provide insurance coverage for the intern(s) and to protect the County;
- B. To insure department has thought through intern's role;
- C. To enable student intern(s), faculty school counselors, supervisor, and coworker(s) to know what is expected;
- D. To use as a recruitment tool.

WHO MAY BECOME AN INTERN?

A student must be currently enrolled in a high school, junior college, college, university, or extension program in order to be eligible to compete for County Internships. It is usually more appropriate that an internship be associated with the culmination of the academic program rather than in its earlier phases. It might best be seen as a pre-employment experience in the intern's future field.

Internships may be utilized for academic credit or for the enhancement of job preparation skills in the student's major area of study. Internships taken for credit usually vary from 3-5 hours a week per unit for a fifteen week semester. This may vary from school to school, from paid to unpaid, and from varying requirements associated with various academic programs or departments.

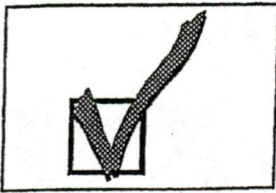
SUGGESTIONS FOR INTERVIEWING POTENTIAL STUDENT INTERNS

1. Start off with the resume or volunteer application as a conversational starting point. Talk about their education or interests.
2. Make the interviewee comfortable; give him/her your full attention; don't answer calls or get distracted by other things going on in the office. (This exposure to your organization can be good public relation, even if the intern doesn't work out.)
3. Ask open ended questions, not questions that can be answered "yes" or "no." For example:
 - * How did you hear about the job?
 - * Why are you interested in working for us?
 - * How does the job fit in with your present school situation?
4. Give the interviewee time to ask you questions about your organization and the internship job.
5. Give time for the interviewee to fully answer your questions; don't rush to cover silences.
6. Use the interview as a mutual selection process, as a dialogue between you and the interviewee in which you both get a sense of whether the job is right for this person.
7. Use intuition; if something feels wrong, it probably is.
8. Be patient; don't try to sell the job to the wrong student.
9. Try not to make assumptions. Value each person, remaining non-judgmental except in relation to the person's ability to work within your organization in the position available.
10. Let staff, who will supervise the student intern, help make the final decision.

**QUESTIONS YOU MAY WANT TO ASK POTENTIAL
STUDENT INTERNS**

1. Why are you interested in this internship job? What would you like to get out of the experience?
2. How much of a commitment are you willing to make? 3 months, 6 months, a year?
3. How does the internship job fit with your present school situation?
4. What do you feel you can contribute to the work of the department or project?
5. What personal or professional experience have you had that relates to the job?
6. What would you like to know about the department and its services?

Departments may want to run background checks on their interns. This would be the responsibility of the department. The need for it should be carefully explained to the intern.



STUDENT INTERN ORIENTATION CHECKLIST

PRE-ARRIVAL CHECK-LIST:

1. _____ Have workspace ready and supplied with pencils, paper, etc.
2. _____ Prepare staff for student intern and his/her job.
3. _____ Identify "buddy" for the first day, where appropriate.
4. _____ Have supervisor prepared to start training.

ORIENTATION OF STUDENT INTERN(S) CHECK-LIST:

1. _____ Welcome immediately upon arrival.
2. _____ Tour the facility. Show intern his/her work location
3. _____ Explain how department/unit functions.
4. _____ Explain how phones work.
5. _____ Explain parking.
6. _____ Explain checking in and out and how hours will be kept.
7. _____ Show where the restrooms are.
8. _____ Show where the coffee is (cafeteria, soda machine, water fountain.).
9. _____ Explain who the people in the organization are, how they work together, how interns work in the organization.
10. _____ Introduce intern to the rest of the staff.
11. _____ Sign the Intern Contract or school contract.
12. _____ Start the intern on specific work tasks.
13. _____ Anything else you think is important!

TRAINING FOR STUDENT INTERNS

- A. Orientation: Basic Information about department and its services:**
 - 1. Organizational structure and history.
 - 2. Staff pattern.
 - 3. Public/clients served.
 - 4. Type of service offered
 - 5. Physical facility tour.
- B. Information about specific job:**
 - 1. Policies and procedures that relate to intern and the job.
 - 2. Role of student intern versus staff.
 - 3. Any other expectations of interns.
- C. Formal training session or on-the-job training to include:**
 - 1. Information necessary to do the job.
 - 2. Role-playing, "what if" scenarios, "buddy system."
 - 3. Homework, reading materials, etc.

ONGOING STUDENT INTERN MANAGEMENT

1. Keeping sight of the large picture.
 - Are the needs of the department being met?
 - Are the needs of the intern(s) being met?
2. Watching the details: record keeping.
 - A. Maintain "personal file" on each student intern to include:
 - Application and resume
 - Contract
 - Job request
 - Timesheets
 - Release for Performance Evaluation
 - Performance Evaluation Form
 - B. Send Intern Coordinator:
 - If placed, copy of intern contract or school contract
 - Copy of Performance Evaluation form at the end of the semester.
 - A completed Student's Questionnaire at the end of semester.
 - Monthly timesheet for unpaid interns.

SUPERVISION

1. Give complete and concise instructions.
2. Make sure expectations are clear.
3. Show appreciation.
4. Confront inappropriate behavior.

SOME KEY CONSIDERATIONS IN DESIGNING OR REVISING AN INTERNSHIP

QUALITY OF INTERNSHIP

The quality of the internship is critical to both the recruitment process and the value of the internship to the student. Students are increasingly looking for internships that mesh closely with their academic needs and goals. In this regard, the most beneficial internship is one that allows the student a challenging experience in their field, where they may gain exposure to new areas or apply academic skills and knowledge. Students are not interested in internships that are primarily clerical in nature, unless they are enrolled in a clerical program.

SHORT TERM OR LONG TERM PROGRAM?

While some internships might be project oriented, it is generally more desirable to establish an intern program which is ongoing and/or year-round. This allows for greater clarity of the internship and supervision. Departments that appear to have the most successful programs in operation are those who perhaps have modified their program over time or to meet the special needs of a particular student, but consistently utilize one or more student interns.

There might also be something said for the longevity of an internship. A greater span of time, as opposed to a short and very concentrated internship, might be more beneficial. For example, a student internship spanning two semesters instead of one might gain greater exposure to cyclical functions which would allow a better understanding of the process/department and/or County government.

SUPERVISION

It is essential that the department utilizing an internship be committed to quality supervision. An internship is, in part at least a learning process, and can not be expected to be satisfactory to either the student or the department without direction and supervision.

NUMBER OF HOURS PER WEEK

There are several considerations:

- 1) As mentioned above, most students are balancing school commitments and jobs. Therefore, an internship that requires 30-40 hours per week may not be attractive or realistic to the student's needs.
- 2) Internships are not to be equated with part-time jobs. An internship should be considered an academic experience.
- 3) If a student is taking academic credit for the internship, the academic program dictates the number of hours and credits the student needs to fulfill the commitment. Generally speaking, internships tend to be most successful in the 8-20 hour per week range.
- 4) Some departments have very successfully split an internship between two or more interns. For example, they utilize two students for 12 hours each rather than one intern for 24 hours.

PAID VERSUS UNPAID

Paid internships are generally more attractive to students and tend to fill more easily. Many students are attempting to balance academic programs with paid employment and internships. It is often economically difficult to "volunteer" 12-20 hours a week.

Starting pay (Entry Level) for student interns will be as follows:

High School Students	\$8.3662
Undergraduate Students	\$8.7905
Graduate Students	\$9.6969

Hourly rate may vary by department depending on type of work and the County position to which the intern job is related.

It is important to remember that paid internships usually take some advance planning in order to include wages in the department budget. The intern's salary is paid by the department in which he/she works.

PROCEDURE FOR OBTAINING AN INTERN

1. Submit an Intern Job Request Form

An Intern Job Request form must be submitted to the Personnel Department. The supervisor may reactivate or modify an existing internship job description or develop a new internship. If it is a new Intern Job Request Form it is sent to Risk Management if the intern position is non-paid, to protect the County from liability. This must be done before the Intern starts work.

It is important that job descriptions reflect the job that the intern will be performing. It is also important to remember that this job description will be sent to the schools and to departments/professors and that this is how the student will learn about the job. Job descriptions should be descriptive of the department and the duties and also act as a marketing tool.

In designing the job, it is important to think about the quality of the opportunity that you will be offering a student.

- Is this really a job that a college student would want to do and what benefit would it be for their educational experience?
- Is this appropriate for a high school, college or graduate student?
- What skills does the student need to be able to perform this internship?
- What are the benefits to the student in undertaking this internship?
- Can we adequately supervise the intern?
- Who will supervise the intern?

The major recruitment of interns coincides with the beginning of school semesters and the beginning of the summer vacation. If possible, it is desirable to have the job description ready to distribute to the schools prior to the start of the semester. Intern Job Requests are sent to the college Career Center/Intern Office at the beginning of each semester, and as they are received throughout the year.

Selected job descriptions are sent directly to departments/professors at the local Community Colleges. This has been an effective way to recruit for some of our internships. If you have a contact or ideas of where you think it would be appropriate to recruit for your internship, it would be helpful to let us know. In addition, we can send information of specific County internships, usually for specialized programs, to other schools in the North Bay area.

Students from the Local Community Colleges may be pre-screened by their department faculty, but they usually call the supervisor whose name appears on the top of the Intern Job Request form directly. Students from some colleges such as Santa Rosa JC are pre-qualified and pre-screened by faculty advisors and Intern Coordinators. In which case the student is then referred to the supervisor listed on the Intern Job Request for a selection interview.

2. **INTERVIEW INTERN APPLICANTS**

The department supervisor interviews student applicants and make a selection. The supervisor notifies the student selected and the other applicants of their choice. The supervisor should notify the College (Intern Coordinator if appropriate) so the schools may be notified that the position is filled.

In order for the internship to be beneficial to both the department and the intern, it is important that mutual goals are established and understood.

3. **PAPERWORK PROCESS FOR NON-PAID INTERNS**

The intern must complete an Intern Application or submit a resume , an Intern Contract or a school contract plus a County Volunteer agreement.. These completed forms are to be returned to the Personnel Department.

4. **PAPERWORK PROCESS FOR PAID INTERNS**

In addition to the Intern Application and Intern Contract, the department must submit an **Intern Job Request** to the Personnel Department. The form can be obtained from the Personnel Department.

Paid interns must also complete a County of Lake employment application following the same process of hiring a regular Extra Help employee and the department must complete a **Report of Appointment**, receive medical clearance and have a **Release for Performance Evaluation** signed.

Submit: Student Intern Application (or Resume), Student Contract, County of Lake Employment Application, Report of Appointment, medical clearance and Release for Performance Evaluation to the Personnel Department.

Ask your payroll person for a Student Intern Salary Rate for High School, Undergraduate, or Graduate School Student or call the Personnel Department. Interns will start at the ENTRY LEVEL rate (see page 12) and may be advanced 5% on the salary scale with the satisfactory completion of each semester of the internship. It's the supervisors responsibility to complete a Report of Appointment to increase the intern's salary to the next step.

5. **SCHOOL FORMS**

It is the Intern's responsibility to obtain and complete the appropriate paperwork from his/her school or college. In some cases, the student will be doing the internship without taking it for academic credit, in which case there will not be any paperwork with the school.

6. **EVALUATE INTERN**

Before the end of the school semester, the supervisor must complete a Performance Evaluation form for evaluation of the intern and Questionnaire for the intern to complete regarding his/her experience. Keep the Performance Evaluation in your Intern's personnel file and forward a copy of the Performance Evaluation and Intern Questionnaire to the Personnel Department.

Feedback to the intern is critical to the value of the intern's educational experience. In addition, it is important to the continued success of the County Internship program to receive input from both supervisors and interns.

7. **ADDITIONAL INFORMATION**

The supervisor is responsible for making the required background check for any Intern who will be driving either a County or their own personal vehicle as part of the internship.

CHECKLIST FOR INTERNS WHO DRIVE AS PART OF THEIR DUTIES

For Interns who drive their own vehicle:

1. Check for valid California Driver's License.
2. Have a copy of insurance coverage showing minimum coverage on file
3. Have a clear DMV check on file.
4. Know that the car is equipped with seatbelts.
5. Register the internship position for Excess Automobile Liability Insurance.
6. Indicate on back of Internship Job Description that driving is a part of the duties.

For Interns who will drive a County vehicle:

1. Check for valid California Driver's License.
2. Have a clear DMV check on file.
3. Indicate on back of Internship Job Description that driving is part of the duties.

TIME LINE

Early August
(Mid - December)

Request for confirmation from intern supervisor to recruit for existing internships. Request to supervisors for new or revised intern job descriptions.

End of August/Early Sept.
(Mid - January)

Job descriptions sent to Community Colleges and other schools as appropriate.

Letters also sent to departments/professors at Community Colleges and other professional programs regarding relevant internships.

Early October
(Early March)

Letter sent to intern supervisors asking for confirmation of filled internships. Request for complete Intern Applications and Intern Contracts.

Early December
(Early May)

Forms sent to supervisors for evaluation of student interns. Questionnaire sent to student interns for evaluation of intern experience.

January

Request sent out to intern supervisors for previous year's total non-paid intern hours. These hours will be included in Board of Supervisors report.

* This same process will be followed for summer interns.

** New internships may be added at any time during the semester. They will be sent on to the colleges as they are received.



COUNTY OF LAKE
INTERNSHIP PROGRAM

Personnel Department
255 N. Forbes Street
Lakeport, CA 95453

INTERN JOB REQUEST		Date:
		Updated:
Job Title:		Number of Positions:
County Department:	Division/Program	
Supervisor:	Phone:	
Job Location:		
Time Commitment: ____/____/____ to ____/____/____		☐ Paid Internship (\$ _____ per hour) ☐ Volunteer Internship
Schedule: Days: _____ Hours: _____		
PURPOSE		
Brief Description of the Department and/or Division /Program:		
DUTIES		
Specific tasks to be completed:		
QUALIFICATIONS		
Education, skills, and abilities required:		
BENEFITS		
Describe training/orientation provided:		

JOB REQUIREMENTS

Other job requirements (i.e., dress requirements, confidentiality, background checks, etc.)

ADDITIONAL BACKGROUND INFORMATION

Comments:

Will intern be driving a County car?* ☐ Yes ☐ No If Yes, how often? _____

* IF YES, THE DEPARTMENT MUST CHECK FOR A VALID CALIFORNIA DRIVER'S LICENSE, PROOF OF INSURANCE COVERAGE, AND A CLEAN DMV RECORD.

Will intern operate machinery? ☐ No ☐ Yes If Yes, what ? _____

Will intern be required to use own vehicle? ☐ NO ☐ Yes If Yes, how often? _____

Job Category (Please check.) This job is designed as:

- | | |
|---|---|
| ☐ Academic internship for AA/AS student | ☐ Academic internship for BA/BS student |
| ☐ Academic internship for graduate student | ☐ Work experience position (high school student) |
| ☐ Clerical skills internship | ☐ Please pre-screen student before referral. |

Department Head Approval _____ Date _____

RISK MANAGEMENT

Has position previously been approved for Worker's Comp? ☐ Yes ☐ No

Position reviewed and ☐ approved ☐ denied (list reason below)

Risk Management signature _____ Date _____

For Personnel Use:

Sent to Risk Management on ____/____/____

If denied, returned to department on ____/____/____

Sent to:

☐ Lake Resource Center

☐ Mendocino College

☐ Yuba College

☐ Local High Schools

on ____/____/____

☐ Other _____



COUNTY OF LAKE
INTERNSHIP PROGRAM

Personnel Department
255 N. Forbes Street
Lakeport, CA 95453

INTERN APPLICATION		Date:	Check One: ☐ Paid Internship ☐ Volunteer Intern	
		FOR OFFICE USE ONLY		
		Referred to:	Job:	Status:
Intern's area of interest:		1		
First Name: Last Name:		2		
Home Phone: Work Phone:		3		
		Cell Phone:	Best time to reach you:	
Address		City	State	Zip Code
EDUCATION				
School now attending:				
High School	Circle last year completed 1 2 3 4	School:		
College	Circle last year completed 1 2 3 4	School:		
Graduate School	Circle last year completed 1 2 3 4	School:		
Vocational School	Circle last year completed 1 2 3 4	School:		
INTERN EXPERIENCE OR RELEVANT COURSEWORK				
MAJOR WORK EXPERIENCE				
Company/Organization/Agency		Job Titles/Duties		Length of Placement
Work History (OK to summarize)				
AREAS OF INTEREST OR HOBBIES (Tell us what you enjoy doing.)				

GOALS - What do you hope to gain through interning? (college credit, hours for certification, work experience, etc.)

TIME AVAILABLE FOR INTERNING

Days:

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

☐ Sunday

Time:

☐ Mornings

☐ Afternoons

☐ Evenings

Length of Assignment:

☐ Short Term

☐ 3 Months

☐ 6 Months

☐ 1 Year

☐ Ongoing

Number of hours available per week:

SPECIAL SKILL, CERTIFICATES, OR LICENSES

TRANSPORTATION

Do you drive? ☐ Yes ☐ No

Do you have automobile insurance? ☐ Yes ☐ No

If you do not drive how will you get to the intern job?

STATISTICAL INFORMATION

How did you learn about the program?

☐ Personnel Department Bulletin Board

☐ County Employee

☐ Posted Bulletin

☐ School _____

☐ Other (please specify) _____

Sex:

☐ M

☐ F

Age Category:

☐ under 18

☐ 18-40

☐ 40 - 65

☐ over 65

Ethnicity:

☐ Asian/Pacific Islander

☐ American Indian/ Alaskan Native

☐ Black

☐ Filipino

☐ Hispanic

☐ White

OTHER INFORMATION

If you applying for a paid internship we need the following information:

Social Security Number: _____ - _____ - _____

Some positions may require a background check. If so, we will require completion of another form(s).