



# BCDA Internship Program

*“Creating Generations of Success in Senior Services”*

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# INDEX

	<u>Page Number</u>
Purpose Statement.....	1
<b>Administrative Processing:</b>	
Policy and Procedures .....	2 - 4
Confidentiality Agreement.....	5
Checklist for the Supervisor.....	6
<b>Division Outlines:</b>	
Administration & Support Services.....	7 - 11
Senior Centers and Community Services.....	12 - 14
Program and Resource Development.....	15- 17
Individual and Family Services.....	18 - 20
Social Work Interns – Definition of Requirements.....	21
Guardianship.....	22 - 28
Evaluation of the Program & Exit Processing.....	29
BCDA Intern Exit Interview.....	30 - 31
Evaluation Form for Internship Program.....	32

## Baltimore County Department of Aging Internship Program

**Purpose Statement:** The purpose of the BCDA internship program is to create a pipeline of students into a professional work environment in which he/she may complete practical experience and education, gaining insight into senior services provided by the Agency to the citizens of Baltimore County. *Creating generations of success in senior services.*

The purpose of this document is to market BCDA as a viable business and education provider for internship opportunities to local schools/universities interested in placing students enrolled in human service related programs with BCDA as part of their practical experience, related to their education requirements. Additionally this document is to serve as an operational guide to Agency Management.

BCDA is committed to provide each student with the quality attention and guidance necessary (and as articulated in the expectations of each school or university) to have a fulfilling experience, creating the foundation for future career experiences.

BCDA also recognizes the importance of partnering with local schools/universities, maintaining an open dialogue pertaining to skills, competencies, and technical advances ensuring a smooth transition from academic to professional careers for the benefit of the student, community and economic development of the local and bordering counties.

**The Program:** The enclosed document, *BCDA Internship Program*, contains the administrative policy and procedures related to on-boarding interns, as well as the Agency expectations for each intern. Additionally, general outlines of exposure have been developed for each division and major area(s) of a given internship. The outlines have been designed to provide an overview of the program, however, the amount of time available to the intern and his/her stated interests in specific disciplines of senior services will determine the final scope. This flexibility will accommodate the student's interest(s) as well as accounting for the school's and Agency's expectations.

For convenience, the BCDA Personnel Officer will serve as the liaison between the school/university and the Agency for all internship matters.

# Baltimore County Department of Aging

## Policy and Procedures: Internships

**Purpose:** To define and clarify policy and procedures associated with administration of undergraduate and graduate level student interns in the Department of Aging.

**Scope:** The policy and procedures will apply to all prospective and actual student interns for the Department of Aging. Supervisors and Interns are expected to review and comply with this policy and procedures.

**Details:** The purpose of an internship experience is to provide participating students with an opportunity to observe and participate in the duties of a particular occupation (position) or program and understand its challenges and opportunities for serving seniors.

### **Intern process:**

School/Student contacts Agency. If contact is not made directly to the Personnel Officer, School/Student is referred to the Personnel Officer.

Personnel Officer reviews resume, considers fit with the Agency and presents intern information to the Administrative Group for discussion and consideration.

Administrative Group discusses appropriate fit, considering support and resources available to the intern.

Prospective Supervisor of the intern will set up an interview with the intern, review school requirements and, if appropriate, select a start date and prepare an internship outline and schedule of training hours to be shared with the intern and Agency Personnel Officer.

The intern will receive a broad-based exposure to the respective area of study all within the safety guidelines established by the Agency and School sponsor. Based on the education, specific assignments and client exposure the intern may or may not be required to undergo a background check and may or may not work independent of the Agency supervisor or assigned staff member. Decisions to this effect will be made on an individual basis between the Agency Supervisor and Personnel Officer.

## **Baltimore County Department of Aging**

An Internship Agreement and Training Plan must be completed and forwarded to the Agency Human Resources Department prior to the Intern reporting for the first day of the internship. For any student under the age of 18, these forms must include a parent or guardian's signature and, if applicable, work permit.

Intern will be scheduled by the site supervisor to meet with the Personnel Officer for a "mini-orientation" within the first week of the internship.

Each site supervisor will be responsible for providing a Unit Orientation and sending a signed Unit Orientation Checklist to the Personnel Officer within 30 days of the start date.

The Personnel Officer will maintain a file on the intern to include: resume, school requirements, and any other pertinent data.

Personnel Officer will make periodic checks with the supervisor and intern to ensure school requirements are being met and the intern has all necessary resources for an enjoyable and growth oriented experience with the Agency. Status comments will be reported during Administrative meetings.

### **Administrative Details:**

Interns may be paid in rare circumstances as decided by the Agency Director. In the event an intern is paid and enrolled into the monthly employee process, the intern will be expected to comply with the employee parking policy. Unpaid interns will be provided an opportunity to park on the street and move their car as necessary. The Director and Division Chief of Senior Centers will make decisions regarding unpaid intern parking on an individual basis.

Paid interns may be eligible for mileage reimbursement and shall consult with their supervisor to explain the process of completing a mileage reimbursement form.

Unpaid interns may be eligible for mileage reimbursement and shall consult with their supervisor to explain the process of completing a mileage reimbursement form and DP.

In either case, paid or unpaid, it shall be the responsibility of the supervisor to make every accommodation possible not to have the intern use their own vehicle to complete requirements associated with their internship in the Department of Aging.

## **Baltimore County Department of Aging**

Interns will not be permitted to transport clients in their vehicles.

Interns, whether paid or unpaid, will not receive swipe cards or keys to the building/offices.

The site supervisor will notify the Computer Operations Manager if computer and/or Internet access is a desired tool to support Internship assignments within the Department of Aging. The Computer Operations Manager will forward all such requests to the Director for a final decision and communicate the response to the site supervisor.

SAMPLE

## Baltimore County Department of Aging

### Baltimore County Department of Aging Internship Program

## Confidentiality Agreement

**(To be completed by each intern and kept on file in the Personnel Office.)**

The policy of the Department of Aging requires that all information I obtain related to individual clients, senior center members or participants of the agency is confidential and may not be released for any reason other than through the conduct of my internship as approved by my field supervisor.

Prohibited activities include, but are not limited to, the following:

- Disclosing the names, addresses, telephone numbers or any other information about clients/members/participants
- Disclosing information about persons in disciplinary action.
- Disclosing information about the illness or disability of clients/ senior center members/participants unless in performance of assigned internship duties as approved by my field supervisor.

I agree to abide by the confidentiality policy of the Baltimore County Department of Aging as stated above. Failure to abide by this policy may result in the termination of my internship.

\_\_\_\_\_  
**Intern Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Field Supervisor Signature**

## Baltimore County Department of Aging

### Intern Resource Checklist for the Supervisor:

- \_\_\_\_\_ Proposed internship outline submitted to supervisor and Personnel Officer (within 30 days of start date)
- \_\_\_\_\_ Work Space (cleaned and supplied with basic necessities)
- \_\_\_\_\_ Computer (supervisor to notify AG-Help Desk if needed, supervisor shall review County computer compliance policy with intern)
- \_\_\_\_\_ GroupWise Account (supervisor to notify AG-Help Desk if needed) Will also have to go through Groupwise Training
- \_\_\_\_\_ Internet (supervisor to notify AG-Help Desk if needed – Will also need to take Security training)
- \_\_\_\_\_ Phone extension – if given a phone extension to use, communicate extension to other staff
- \_\_\_\_\_ Mileage reimbursement process and instructions on how to complete mileage reimbursement form (paid- in paycheck, unpaid-DP)
- \_\_\_\_\_ Parking (Paid – Employee Policy vs. Unpaid - Street)
- \_\_\_\_\_ Name Tag
- \_\_\_\_\_ Dress Code Policy Review
- \_\_\_\_\_ Other (Specify) \_\_\_\_\_

# **Baltimore County Department of Aging**

## **Internship Program**

### **Administration & Support Services Division (One Semester)**

**Overview of Division with Chief (1 Day)**

**Human Resources (1 Day)**

**CountyRide (1 week)**

**Senior Employment & Housing (2 weeks)**

**Fiscal Office (1 week)**

**Computer Operations (2 weeks)**

**Director's Office Projects (Remaining semester)**

## **Internship Program**

### **Administration & Support Services Division (One Week)**

- One day with each Program Unit
- Outlines TBD

# Baltimore County Department of Aging

## Internship Opportunities CountyRide

**Time:** 15 weeks – 14-20 hours per week

**Location:** CountyRide Office, Hubs and Buses

**Curriculum:** The work will be structured to take into account a 20 hour week which can be accommodated to fit academic class schedule.

### Week One

- A. Orientation to CountyRide Paratransit service – Manager and Fleet Supervisor
1. Introduction to staff
  2. Review of Driver Manual and Video introduction to service – Homework assignment to read portions of the manual
  3. Schedule time with dispatch and intake
  4. Ride with a driver for one day

### Week Two

- B. Scheduled Trapeze orientation and introductory training - Office Operations Supervisor and Automation Assistant
1. Overview and hands on
  2. Days scheduled for both intake and dispatch training

### Week Three

- C. Office Training – Office Assistant, Account Clerk and Manager
1. Public Relations materials and responsibilities
  2. CountyRide Programs
  3. Organization – why and how of it
  4. Job descriptions for all staff

### Weeks Three and Four

- D. On the road training - Drivers and Hub Captains
1. Live experience
  2. One day's work from each Hub
  3. Shopping Shuttle experience
  4. Special event experience

### Week Five

- E. Survey
1. Assist with calls for CountyRide Survey
  2. Tally results
  3. Write report

# Baltimore County Department of Aging

## **Weeks Six and Seven**

### F. Public Information – Manager, Fleet Supervisor and Office Assistant

1. Review all brochures and assist in updating all information
2. Review Driver Manual and assist in updating all information

## **Week Eight**

### G. Training – Manager and Fleet Supervisor

1. Catalogue training materials
2. Create a database for resources

## **Week Nine**

### H. Training – Manager and Fleet Supervisor

1. Research training possibilities for NIMS (National Incident Management)
2. Set up training for everyone in CountyRide

## **Week Ten**

### I. Training – Fleet Supervisor

1. Experience new driver training with new drivers
2. Attend classes

## **Week Eleven**

### J. Training – Operations Supervisor and Operations Supervisor

1. Phone and radio systems
2. IVR/IWR
3. Maintenance on system and Trapeze

## **Week Twelve**

### K. Safety and Security – Manager and Fleet Supervisor

1. Evacuations
2. Emergencies
3. Preparation
4. Demonstration
5. Table top exercise conducted by student fro staff

## **Week Thirteen**

### L. Personnel Management – Manager and Account Clerk

1. Payroll
2. Personnel rules and procedures
3. Hiring
4. Disciplining

## **Baltimore County Department of Aging**

### **Week Fourteen**

M. Review past projects – Manager, Operations and Fleet Supervisors

1. Survey
2. Public Relations materials
3. Training received
4. Document all

### **Week Fifteen**

N. Have student present experiences at Management meeting

SAMPLE

# **Baltimore County Department of Aging**

## **Administration & Support Services Division**

### **Senior Employment and Housing**

Promote market plan for Senior Community Service Employment Program

Provide business outreach plan to expand employment partnerships

Host Job Club meetings

Expand special events including Senior Expo employment opportunities and seminar workshops

### **Fiscal Office**

Funding Sources

Fund Accounting

T-III Older Americans Act

Advantage System

Annual Budget Preparation

Grant Requirements/Guidelines

### **Office of Information Technology**

Computer Operations (3 days)

Review data collection process, including registration, service delivery, volunteer hours, and health scope data

Review reporting requirements for NAPIS

Overview of website activities

Overview of technical support activities

# Baltimore County Department of Aging

## Internship Program

### Division of Senior Centers and Community Services

#### Goal:

To provide an opportunity for students to deliver recreational, social and educational programs and services to senior citizens while learning operation, management and marketing skills in a hands-on setting under the guidance of professional staff.

#### Division Administration

##### Provider – Division Chief

To learn an overview of the administration and functions of the BCDA Division of Senior Centers and Community Services

To understand how BCDA Senior Centers and Community Services Division fits into the local, state and national aging network

To increase the student's understanding of the application of policy and standards as they relate to the county's network of senior centers  
To attend Division staff meetings and trainings

#### Senior Centers

##### Provider – Regional Manager, Senior Center Directors

To gain direct hands-on experience dealing with seniors aged 60 and older who are members of a senior center

To learn the operations of a senior center including staffing, marketing, management, scheduling, maintenance and administration

To research new trends and best practices in senior center programming

To assist in developing, scheduling and implementing a wide variety of senior center programs to meet the needs of seniors in the community

To assist in the marketing and publicity of a senior center, including creating flyers and brochures for programs and special events in order to increase membership and community outreach

To assist with a variety of registration and reporting systems including membership, nutrition, CountyRide, class registration

## **Baltimore County Department of Aging**

To assist with volunteer recruitment and development

To attend staff, Senior Center Council, and committee meetings

To learn about the operation of the senior center council, a non-profit organization

To learn about the National Accreditation process and work plans of senior centers

### **Programming**

#### **Provider – Programming Manager**

To assist with developing and implementing regional and countywide special events

To learn the standard operating procedures for senior fitness centers

To assist in the development of program resources and partnerships

To assist in the development of outcome measures and evaluation tools

To research grant and sponsorship opportunities for countywide programming

To develop databases for referral sources

To develop opportunities to increase senior center membership and attendance

To assist with the planning and implementation of the 5K Run/1 Mile Walk

### **Center Connection**

#### **Provider – Social Worker (Center Connection Manager)**

To work with a Center Connection Specialist to gain direct hands-on experience with frail senior center members including assessment and evaluation

To develop and implement regular and adaptive programs for center connection members

To facilitate discussion groups

To develop and/or update databases for referral sources and outreach

## **Baltimore County Department of Aging**

To develop and/or update an email list for caregivers

To assist in the development of outcome measures and evaluation tools

To research grant opportunities for programs and services related to the frail elderly

To develop outreach materials and participate in outreach activities

### **Facilities**

#### **Provider – Facilities Manager**

To learn about the Capital Improvement Process and the development and construction of new buildings and facility additions

To learn about the safety and security of public buildings

To assist with the coordination of special events

To learn how agencies within Baltimore County work together to maintain facilities

To learn ADA requirements of buildings

# Baltimore County Department of Aging

## Internship Program Program and Resource Development Division

(1 semester)

### Overview of Division with Chief (1 day)

- Discuss annual publications developed by department.
- Attend a Unit Meeting.
- Review of various areas of division and how they inter-relate.

### Senior Resources – (2 weeks)

- Review of coordination of Senior Resources and its partnerships and sponsorships.
- Assist with researching new categories for Senior Resources and begin outreach.
- Review of current departmental grants and how to search for opportunities.
- Search for grant opportunities for department.
- Discuss of Senior Solutions television show – how script is created – view a show.
- Discuss relationship with BCASCO and importance of their advocacy.
- Attend a BCASCO meeting.

### Special Projects – (2 weeks)

- Discuss creation of Senior Expo/Baby Boomer Expo.
- Assist in solicitation of exhibitors.
- Discuss conferences developed with BCDA.
- Review Public Relation efforts on behalf of BCDA and how relationships are made with media.
- Draft press releases for various BCDA projects and programs.

### Nutrition – (2 weeks)

- Review of Eating Together Program – visit site for meal.
- Market Eating Together Program within community.
- Discuss department's Self Stable Meal program.
- Detail Farmer's Market program.

### Healthscope – (2 weeks)

- Review of year long initiative development process.
- Discuss bi-annual reporting procedure.
- Take to HealthScope presentation in senior center.
- Review Chronic Disease Self-Management Program.
- Attend a CDSMP workshop and evaluate.
- Market CDSMP as needed throughout county.

## **Baltimore County Department of Aging**

### **Baltimore County Volunteers – (2 weeks)**

- Review web site, Volunteer Solutions, and other outreach sources of BCV.
- Learn of recruitment efforts in special interest programs: Kindergarten volunteers, Citizen Corp, VMC, Neighbors Helping Neighbors, and other volunteer program.
- Learn about RSVP grant and station and/or volunteer recruitment.
- Learn about Home Team program.
- Assist in marketing of BCV programs.
- Discuss purpose of Volunteer Fair.

### **Senior Health Insurance Counseling Program – (2 weeks)**

- Discuss overview of Medicare, Medicaid, Part D and other insurance programs.
- Review common problems associated with programs.
- Demonstrate [www.medicare.gov](http://www.medicare.gov) web site for prescription searches.
- Work with SHIP volunteers to assist citizens with questions doing mailings and phones.
- Attend trainings being offered by program to volunteers.

## **Internship Program Program and Resource Development Division (1 week)**

### **Overview of Division with Chief (2 hours)**

- Discuss of annual publications developed by department.
- Attend a Unit Meeting.
- Review of various areas of division and how they inter-relate.

### **Senior Resources – (3 1/2 hours)**

- Review of coordination of Senior Resources and its partnerships and sponsorships.
- Review of current departmental grants and how to search for opportunities.
- Discuss of Senior Solutions television show – how script is created – view a show.
- Discuss relationship with BCASCO and importance of their advocacy.

## **Baltimore County Department of Aging**

### **Special Projects – (2 hours)**

- Discuss creation of Senior Expo/Baby Boomer Expo.
- Discuss conferences developed with BCDA.
- Review Public Relation efforts on behalf of BCDA and how relationships are made with media.

### **Nutrition – (1/2 day)**

- Review of Eating Together Program – visit site for meal.
- Discuss department's Self Stable Meal program.
- Detail Farmer's Market program.

### **Healthscope – (1/2 day)**

- Review of yearlong initiative development process.
- Discuss bi-annual reporting procedure.
- Take to HealthScope presentation in senior center.
- Review Chronic Disease Self-Management Program.

### **Baltimore County Volunteers – (1 day)**

- Review web site, Volunteer Solutions, and other outreach sources of BCVA.
- Learn of recruitment efforts in special interest programs: Kindergarten volunteers, Citizen Corp, VMC, Neighbors Helping Neighbors, and other volunteer program.
- Learn about RSVP grant and station and/or volunteer recruitment.
- Learn about Home Team program.
- Discuss purpose of Volunteer Fair.

### **Senior Health Insurance Counseling Program – (1 day)**

- Discuss overview of Medicare, Medicaid, Part D and other insurance programs.
- Review common problems associated with programs.
- Demonstrate [www.medicare.gov](http://www.medicare.gov) web site for prescription searches.

# Baltimore County Department of Aging

## Internship Opportunities Individual and Family Services Division

(4 weeks, 20 days)

### **Community Outreach Services** (4 days)

- Shadowing Community Outreach Specialist
- Follow up with clients/assist case managers

### **Caregivers Program** (4 days)

- Shadow Caregiver Specialists on Consultations
- Follow up with clients as appropriate
- File reviews
- Research articles for newsletters
- Assist with annual conference planning

### **Medicaid Waiver** (4 days)

- Shadow Case Managers
- Follow up with clients/assist case managers
- File reviews
- Visit facilities for monitoring purposes

### **Senior Resources** (2 days)

- Assist with processing requests for funds including emergencies
- Data analysis/research
- Assist with development of Nursing Home Diversion program
- Research best practices

### **Long Term Care Ombudsman** (4 days)

- Friendly visiting/monitoring visits to assisted livings/nursing homes
- Shadow ombudsmen
- Follow up on cases as appropriate
- Assist in development of materials for Resident's Rights Week
- Assist in development of educational materials
- Assist with Annual Conference planning

### **Information and Assistance** (2 days)

- Shadow Information and Assistance Specialists
- Work phone lines assisting callers with needs
- Follow up with callers
- Research new resources
- Research and develop speakers bureau materials

### **General**

- Attend meetings/trainings as relevant during time with division

# Baltimore County Department of Aging

## Internship Opportunities Individual and Family Services Division

(1 semester)

### **Community Outreach Services** (2 weeks)

- Shadowing Community Outreach Specialist
- Follow up with clients/assist case managers

### **Caregivers Program** (2 weeks)

- Shadow Caregiver Specialists on Consultations
- Follow up with clients as appropriate
- File reviews
- Research articles for newsletters
- Assist with annual conference planning

### **Medicaid Waiver** (2 weeks)

- Shadow Case Managers
- Follow up with clients/assist case managers
- File reviews
- Visit facilities for monitoring purposes

### **Senior Resources** (2 weeks)

- Assist with processing requests for funds including emergencies
- Data analysis/research
- Assist with development of Nursing Home Diversion program
- Research best practices

### **Long Term Care Ombudsman** (2 weeks)

- Friendly visiting/monitoring visits to assisted livings/nursing homes
- Shadow ombudsmen
- Follow up on cases as appropriate
- Assist in development of materials for Resident's Rights Week
- Assist in development of educational materials
- Assist with Annual Conference planning

### **Information and Assistance** (2 weeks)

- Shadow Information and Assistance Specialists
- Work phone lines assisting callers with needs
- Follow up with callers
- Research new resources
- Research and develop speakers bureau materials

### **General**

- Additional time as available to be spent with program of students choice
- Attend meetings/trainings as relevant during time with division

# Baltimore County Department of Aging

## Internship Opportunities Individual and Family Services Division

(1 week)

### Community Outreach Services (1 day)

- Shadowing Community Outreach Specialist
- Follow up with clients/assist case managers

### Caregivers Program (1 day)

- Shadow Caregiver Specialists on Consultations
- Follow up with clients as appropriate
- File reviews
- Research articles for newsletters
- Assist with annual conference planning

### Medicaid Waiver (1 day)

- Shadow Case Managers
- Follow up with clients/assist case managers
- File reviews
- Visit facilities for monitoring purposes

### Senior Resources (1/2 days)

- Assist with processing requests for funds including emergencies
- Data analysis/research
- Assist with development of Nursing Home Diversion program
- Research best practices

### Long Term Care Ombudsman (1 days)

- Friendly visiting/monitoring visits to assisted livings/nursing homes
- Shadow ombudsmen
- Follow up on cases as appropriate
- Assist in development of materials for Resident's Rights Week
- Assist in development of educational materials
- Assist with Annual Conference planning

### Information and Assistance (1/2 days)

- Shadow Information and Assistance Specialists
- Work phone lines assisting callers with needs
- Follow up with callers
- Research new resources
- Research and develop speakers bureau materials

### General

- Attend meetings/trainings as relevant during time with division

## **Baltimore County Department of Aging**

### **School of Social Work – Definition of Requirements:**

UMB SSW field instruction manual indicates that the field instructor must "have an MSW with three years of experience beyond their master's degree, be employed by the agency for at least 6 months prior to becoming a field instructor, and be licensed, at least at the graduate level (LGSW- Maryland) in the state in which they practice.

In addition, the field instructor is expected to be on site for at least 50% of the time that the student is assigned to be there " (2007--2008 manual, p. 14). New Field Instructors through UMB are required to attend an orientation session, generally held in the Fall.

Other schools may have different requirements; therefore, it is important to review school of social work requirements for each student.

# Baltimore County Department of Aging

## Internship Opportunities Guardianship Program Only

(4 weeks, 20 days)

### Guardianship Program

- Shadowing Guardianship case managers
- Attending court hearing(s) with program manager
- Follow up with wards/ assist case managers/ case assistant
- Attend APGRB meeting
- File reviews
- Visit facilities for monitoring purposes
- Research legal concepts and community resources
- Agency orientation to acquaint with agency resources and programs

### General

- Attend meetings/trainings as relevant during time with Guardianship program

## Internship Opportunities Guardianship Program

(1 semester)

### Guardianship Program (7 weeks)

- Shadowing Guardianship case managers
- Attending court hearing(s) with program manager
- Follow up with wards/ assist case managers/ case assistant
- Attend APGRB meeting
- File reviews

### Community Outreach Services (1 week)

- Shadowing Community Outreach Specialist
- Follow up with clients/assist case managers

### Caregivers Program (1 week)

- Shadow Caregiver Specialists on Consultations
- Follow up with clients as appropriate
- File reviews
- Research articles for newsletters
- Assist with annual conference planning

### Medicaid Waiver (1 week)

- Shadow Case Managers
- Follow up with clients/assist case managers
- File reviews
- Visit facilities for monitoring purposes

## **Baltimore County Department of Aging**

### **Senior Resources (1 week)**

- Assist with processing requests for funds including emergencies
- Data analysis/research
- Assist with development of Nursing Home Diversion program
- Research best practices

### **Long Term Care Ombudsman (1 week)**

- Friendly visiting/monitoring visits to assisted livings/nursing homes
- Shadow ombudsmen
- Follow up on cases as appropriate
- Assist in development of materials for Resident's Rights Week
- Assist in development of educational materials
- Assist with Annual Conference planning

### **Information and Assistance (1 week)**

- Shadow Information and Assistance Specialists
- Work phone lines assisting callers with needs
- Follow up with callers
- Research new resources
- Research and develop speakers bureau materials

### **General**

- Additional time as available to be spent with program of student's choice
- Attend meetings/trainings as relevant during time with Guardianship and with Individual & Family Services Division

## **Internship Opportunities**

### **Guardianship Program**

(4 weeks, 20 days)

### **Guardianship Program (6 days)**

- Shadowing Guardianship case managers
- Attending court hearing(s) with program manager
- Follow up with wards/ assist case managers/ case assistant
- Attend APGRB meeting
- File reviews

### **Community Outreach Services (2 days)**

- Shadowing Community Outreach Specialist
- Follow up with clients/assist case managers

## Baltimore County Department of Aging

### Caregivers Program (2 days)

- Shadow Caregiver Specialists on Consultations
- Follow up with clients as appropriate
- File reviews
- Research articles for newsletters
- Assist with annual conference planning

### Medicaid Waiver (3 days)

- Shadow Case Managers
- Follow up with clients/assist case managers
- File reviews
- Visit facilities for monitoring purposes

### Senior Resources (2 days)

- Assist with processing requests for funds including emergencies
- Data analysis/research
- Assist with development of Nursing Home Diversion program
- Research best practices

### Long Term Care Ombudsman (3 days)

- Friendly visiting/monitoring visits to assisted livings/nursing homes
- Shadow ombudsmen
- Follow up on cases as appropriate
- Assist in development of materials for Resident's Rights Week
- Assist in development of educational materials
- Assist with Annual Conference planning

### Information and Assistance (2 days)

- Shadow Information and Assistance Specialists
- Work phone lines assisting callers with needs
- Follow up with callers
- Research new resources
- Research and develop speakers bureau materials

### General

- Attend meetings/trainings as relevant during time with Guardianship program and Individual & Family Services Division

# **Baltimore County Department of Aging**

## **Internship Opportunities Guardianship Program Only**

(1 semester)

### **Guardianship Program**

- Shadowing Guardianship case managers
- Attending court hearing(s) with program manager
- Follow up with wards/ assist case managers/ case assistant
- Attending APGRB meetings
- File reviews
- Visit facilities for monitoring purposes
- Research legal concepts and community resources
- Agency orientation to acquaint with other agency resources and programs

### **General**

- Attend meetings/trainings as relevant during time with Guardianship program

## **Graduate Student Teaching Guidelines Baltimore County Department of Aging Guardianship Program**

**N.B.:** This is intended to be a fluid outline that covers basic principles to be taught in the course of a year-long internship in the Guardianship program through a graduate degree (e.g., MSW) program. The time periods in which certain areas are covered are not rigid, and can be adjusted according to the knowledge and experience level of the individual student.

### **Establishing the basis for Guardianship program and practice; orientation to the agency and office**

#### **Week 1:**

1. Introduce to staff; tour of building
2. Establish basic office protocols:
  - Hours, holidays
  - Parking and building entrances
  - Phone numbers, including emergency contacts
  - Facilities for storing and preparing food (lunch)
  - Dress code
  - Computer availability
  - Weekly staff meeting time
  - Obtaining County ID, name tag, desk key

## Baltimore County Department of Aging

3. Overview of School's expectations and requirements:
  - Attendance; weekly hours, holidays, missed days
  - Weekly supervision time
  - Learning contract
  - Mid-semester and end semester evals
  - Meeting with field liaison
  - Process recordings
4. Folder of basic readings in age-related issues
5. Discuss student's learning needs, experience, desires for coming year:
  - What made student want to go to SW school?
  - What do they hope to accomplish this year?
  - What is their background experience like?
  - What is the one thing they would most like to do?
  - What is the area of greatest challenge?
  - Are there barriers to any areas Guardianship covers known?
  - Is there a desired area of specialization after graduation?
  - What expectations does student have of field instructor, liaison, school experience?
6. Give case file to read
7. Discuss confidentiality as a core principle of social work
8. Don't forget to take student to lunch on the first day!
9. Allow time for reading, getting acquainted, questions, etc.

### Week 2:

1. Basic principles of aging:
  - What are the ADL basics?
  - Health vs. disability
  - Erikson's final stages of adult development, esp. integration vs. despair
  - Capacity of "normal" old age—systems that deteriorate
  - Right to self-determination
  - Importance and effect of advance directives
  - Ethical considerations of self-determination
  - Limits of self-determination
  - How does mental illness affect the aging process?
2. What resources are available to help those who need assistance with ADLs?
  - Voluntary resources, through COS, DSS, AERS, MA Waiver, other programs (MOW, PACE, etc.)
  - Role of SSA, SSI, OAA in funding assistance
  - Non-voluntary resources, such as APS, hospitalization/ commitment
  - What about emergency petitions?
  - Guardianship as a last resort; alternatives to guardianship (ADs, surrogate decision-making, POAs, etc.)
3. Review social network's "two-tiered" system; i.e., "haves" vs. "have nots".

## Baltimore County Department of Aging

### Week 3:

1. Guardianship court process:
  - A. When is guardianship needed?
  - B. What other alternatives should be explored?
  - C. Who files petitions?
  - D. Mechanics of filing a petition—obtaining certs, filing, appointment of CAC, role of CAC, scheduling of hearing, contested hearings
  - E. Role of Guardianship program in process
  - F. Pre-hearing assessments; if not done previously, have student accompany on pre-hearing assessment, and review findings
  - G. Guardianship hearings; have student attend at least one hearing (preferably a contested one)
  - H. End-of-life issues: what can and can't a guardian consent to w/o Court involvement?
  - I. Other post-hearing issues:
    - a. APGRB
    - b. Changing code status and other special orders
    - c. Annual reports to the Court
    - d. Working with GOP
2. Student's questions about larger policy and more immediate guardianship issues
3. Role of ethics in decision-making
  - A. Legal constraints (substituted judgment vs. best interests)
  - B. When do ethics collide with legal constraints?
  - C. Interplay of concepts of self-determination and limitations placed upon ward's self-determination, as well as upon ethical decision-making, substituted judgment, best interests
  - D. Review key concepts of NASW Code of Ethics

### **Middles: Establishing practice norms and getting familiar with cases**

#### Week 4:

1. Begin working on learning contract if not already done.
2. Review process/expectations around process recordings.
3. If not already done, send student out to visit wards with staff in a variety of settings. Have staff familiarize student with medical record review, assessments, transfer of assessments to the network, etc.
4. Review student's experiences in visiting wards—
  - A. What were their observations?
  - B. Who are the important persons to speak with? What additional information do they need to complete the assessment?
  - C. Did they see anything unexpected? What if any issues did they encounter that were new to them? Was there anything the student would have handled differently, on reflection? What made them uncomfortable?
  - D. What did they learn from the encounter?
  - E. What would be their next step(s)?

## **Baltimore County Department of Aging**

5. Make a plan for assigning some cases to student; keep a variety of placement settings, issues, and complexity of cases. Some can be shared with other staff (or at least start out that way), and as student gains confidence, some can be tackled as brand-new cases, even assigned from the pre-hearing assessment. Student should have at least 5-6 cases to carry throughout the year, and preferably close to 10.

SAMPLE

## **Baltimore County Department of Aging**

### **Evaluation of the Program and Exit Processing:**

The BCDA internship program will maintain practices of continuous quality improvement through creation of various methods of feedback solicited from the intern and the respective school/university. Feedback methods will include, but may not be limited to: Survey of Student and School, Exit Interview of Student, informal comments/suggestions, and formalized feedback between Agency Supervisor and student as it pertains to education requirements.

Baltimore County Department of Aging invites any school/university and its representatives to visit the location of a placed intern upon scheduling an appointment with the Agency Supervisor. The School/University's feedback is essential to developing a strong scholastic and professional relationship that will ultimately contribute to the intern's learning and decision of future career goals.

A personal exit interview will be conducted with each intern prior to the conclusion of his or her internship.

A survey will be sent to each respective school/university following internship completion for their comment and feedback regarding the internship experience.

**BCDA INTERN EXIT INTERVIEW**

Name (Last, First) _____	Interview Date: _____
Agency/Program: _____	Start Date: _____
School/University: _____	Paid: Yes _____ No _____

Major: \_\_\_\_\_ Year: Freshman\_\_ Sophomore\_\_ Junior\_\_ Senior\_\_

Agency Supervisor: \_\_\_\_\_ Graduation Date: \_\_\_\_\_

Person Conducting Interview: \_\_\_\_\_

Interview Type (In Person or Mail In?): \_\_\_\_\_

**What was the main factor that caused you to conduct an internship specifically with BCDA?** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**When you first started, were the agency expectations clearly explained to you?**

**Comments:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**How did BCDA meet or exceed your learning expectations? (E=Exceed M=Met N=Not Met)**

____ Variety of Learning Experiences	____ Explanation of Intern Experience	____ Overall Supervision
____ Discuss Employment Opportunities	____ Orientation to Agency/Program Unit	____ Commuting Distance
____ Professionalism	____ Feedback	____ Staff Friendliness
____ Ethical Treatment	____ Open Communication with Supervisor in Aging	____ Convenient Location

**What could BCDA do additionally or differently to meet or exceed your learning expectations?**

\_\_\_\_\_

\_\_\_\_\_

How did management encourage input, ideas, and comments?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Did you feel engaged in the activities of your learning experience?

Fully \_\_\_\_ Somewhat \_\_\_\_ Not at All \_\_\_\_

Comments:

\_\_\_\_\_  
\_\_\_\_\_

How will you apply what you learned?

\_\_\_\_\_

What had the most impact on the enjoyment and/or learning during your internship?

\_\_\_\_ Supervisors \_\_\_\_ Processes \_\_\_\_ Subject Matter \_\_\_\_ Staff \_\_\_\_ Orientation

\_\_\_\_ Variety of Experience Other: \_\_\_\_\_

\_\_\_\_\_

Would you consider BCDA for future employment? Yes \_\_\_\_ No \_\_\_\_ WHY? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What would have improved your internship experience?

\_\_\_\_ Supervisors \_\_\_\_ Processes \_\_\_\_ Subject Matter \_\_\_\_ Staff \_\_\_\_ Orientation

\_\_\_\_ Variety of Experience Other: \_\_\_\_\_

\_\_\_\_\_

What comments or suggestions do you believe could benefit the Department and its current and future interns?

\_\_\_\_\_

\_\_\_\_\_

## Baltimore County Department of Aging



Baltimore County Department of Aging values its relationship with NAME OF SCHOOL/UNIVERSITY. We would greatly appreciate your feedback on our Internship Program, including what we are doing well and what can be improved.

Please complete the questions below and reply to our Personnel Officer, Ryan McShane, at 611 Central Avenue, Towson, MD 21204 or via email: [rncshane@baltimorecountymd.gov](mailto:rncshane@baltimorecountymd.gov)

How would you rate the Baltimore County Department of Aging Internship Program in the following areas?

1. Outreach to local colleges and universities. (Circle Rating)

Excellent                      Satisfactory                      Needs Improvement

Comment: \_\_\_\_\_

2. On-boarding of Interns to establish expectations and provide agency orientation.

Excellent                      Satisfactory                      Needs Improvement

Comment: \_\_\_\_\_

3. Providing experiences aligned with educational goals.

Excellent                      Satisfactory                      Needs Improvement

Comment: \_\_\_\_\_

4. Providing experiences that will prepare your students for careers in aging services.

Excellent                      Satisfactory                      Needs Improvement

Comment: \_\_\_\_\_

5. Being viewed as a preferred provider of gerontological/aging-based internships.

Excellent                      Satisfactory                      Needs Improvement

Comment: \_\_\_\_\_

*Thank you for taking a moment to provide us with your feedback. Our goal is to provide you and the student the best quality internship experience possible. If you would like to provide any additional comments, please add them to the back.*