

ADMINISTRATIVE PROCEDURES #29 INTERNS and SHADOWS

September 13, 2019 – P.T. 2019.10

Section

- 29.1 General Description and Purpose
- 29.2 Definitions
- 29.3 General Procedures for Interns and Shadows
- 29.4 “Student Intern”
- 29.5 “Shadow”
- 29.6 Forms

29.1 General Description and Purpose

This policy describes individuals who are involved with the functioning of the Department, but who are not employees, contractors or clients. These individuals are often referred to as “Student Interns” and/or “Shadows.” The general function of their involvement is to observe and/or share in the professional activities with Department employees. Their level of involvement may be solely observation or may include active participation. The level of involvement will be clearly determined and documented prior to the start of the activity. The sole purpose of the individual’s involvement is to receive an educational experience. Department employees are not to consult, rely on or solicit information from Student Interns and/or Shadows. **All Department policies and procedures must be followed by the Department employee.**

This Procedure also applies to all providers under contract with the Department who have “Student Interns” and/or “Shadows,” as defined in these procedures. Each provider shall establish a process that mirrors these procedures and ensure that it is being followed.

29.2 Definitions

“Student Intern” means a student, at least 18 years old, from an affiliated program within an affiliated college or university that is doing an educational internship or clinical experience with the Department. There must be a signed affiliation agreement between the university and DCFS. Additionally, the student internship must include agreed upon formal learning objectives and be a requirement of their degree program.

“Shadow” means an individual, at least 18 years old who will accompany assigned Department staff **for the sole purpose of observing** the staff execute/perform their job duties. This can be a one-time event, or short-term experience, generally lasting no more than two days. There are two (2) types of Shadows:

ADMINISTRATIVE PROCEDURES #29
INTERNS and SHADOWS
September 13, 2019 – P.T. 2019.10

- 1) Educational: undergraduate or graduate students, including nursing and medical students and residents; this may include undergraduate or graduate students who are completing service learning hours.
- 2) Non Educational: professionals who are learning about the Department.

29.3 General Requirements for Interns and Shadows

- A) Student Interns/Shadows shall carry official personal identification and/or work identification with them at all times they are with Department staff or at Department work sites.
- B) Student Interns/Shadows shall give the Department their personal contact information such as phone, address and emergency contact. This will be kept in their Student Intern/Shadow file in the Office of Professional Development and with their DCFS Field Instruction Supervisor.
- C) Student Interns shall sign the **CFS 717-U, Student Internship Confidentiality Agreement** and Shadows shall sign the **CFS 717-Q, Medical Student/Resident and Shadow Confidentiality Agreement**. **Student Interns and Shadows shall sign the CFS 717-R, Release and Waiver of Liability Agreement** prior to their involvement with Department business. The **CFS 717-U, 717-Q** and **CFS 717-R** shall be kept in the Student Intern/Shadow file in the Office of Professional Development and with their DCFS Field Instruction Supervisor.
- D) A Student Intern/Shadow file shall be kept in the Office of Professional Development and with their DCFS Field Instruction Supervisor.
- E) The Department shall provide Student Interns/Shadows with an orientation packet containing all information and forms needed. The orientation packet will include relevant policies and procedures and shall be provided no later than the first day of the internship/shadow assignment.
- F) Student Interns/Shadows shall be informed that their day may extend beyond 5 pm. This may necessitate the intern making special arrangements (i.e. with their child care provider).
- G) Student Interns/Shadows should wear comfortable, business casual attire. It is recommended that no expensive clothing, jewelry or otherwise inappropriate attire be worn in the field or in the professional office environment. Inappropriate attire includes T-shirts or other clothing with unprofessional or derogatory pictures or language.

ADMINISTRATIVE PROCEDURES #29

INTERNS and SHADOWS

September 13, 2019 – P.T. 2019.10

- H) Department staff shall remember that Student Interns/Shadows are participating as a part of an educational experience and they shall **not** consider these individuals as a “Collateral Contact”, a professional consult or as clerical support. Medical Residents and Students shall not be coded as “Primary Care Physicians” (PCP).
- I) Department families shall give prior consent, either verbal or written, for a Student Intern/Shadow to participate. If the family declines to provide consent the Student Intern/Shadow will be asked to relocate to a safe place and shall be provided another opportunity to fulfill their assignment.
- J) Student Interns/Shadows shall be expected to follow the direction of Department staff at all times. Following staff direction is especially critical if a situation becomes hostile or dangerous. Department staff shall not expect a student intern or student shadow to know when these situations are occurring.
- K) Student Interns/Shadows shall be given names and contact information of Department administrators to report any concerns they have about a family or Department staff. This contact information will be included in their orientation packet.
- L) Student Interns/Shadows will be involved in either a written or personal Exit Interview once their involvement with the Department is complete. The results of the exit interview will be provided to all relevant parties, including the DCFS Field Instruction Supervisor, the PSA and Area Administrators when necessary.

29.4 Student Interns

Individuals interested in completing a Student Internship with the Department must submit a completed Student Internship Application packet to the Office of Learning and Professional Development by the Department’s designated due date set each semester. As complete applications are received, the Office of Learning and Professional Development will send appropriate documents to begin the background clearance process in conjunction with sending prospective intern profiles to prospective DCFS Field Supervisors. While awaiting the final background clearance, the Office of Learning and Professional Development will begin the matching process between all student applicants and student potential DCFS Field Instruction Supervisors. DCFS Field Instruction Supervisors then contact the candidate to interview for an internship. Upon initial clearance, the Office of Learning and Professional Development will send the student applicant documents to complete the fingerprinting process. When the entire application is complete, including all background clearances, the applicant will be officially informed of their placement. If a student intern is accepted, the DCFS employee who the student intern will shadow and the student’s DCFS field instruction supervisor is both required to sign and review the **CFS 717-P, Field Placement Agreement** and the **CFS 717-U, Student Internship Confidentiality Agreement**. Signed copies of the **CFS 717-P** and

ADMINISTRATIVE PROCEDURES #29
INTERNS and SHADOWS
September 13, 2019 – P.T. 2019.10

CFS 717-U shall be provided to the student, kept with the DCFS Field Instruction supervisor and sent to the Office of Learning and Professional Development.

The student Intern must complete the Virtual Training Center (VTC), Mandated Reporter Training prior to the start of their Internship and send a copy of their training certificate to the Office of Learning and Professional Development.

a) Student Internship Application Packet

The completed documents/forms 1)-11) below must be

Scanned & e-mailed to: CFS.Internships@illinois.gov;

Faxed to: 773-371-6145; or

Mailed to: DCFS

Office of Learning and Professional Development

6201 S. Emerald, Room 209

Chicago, IL 60621

- 1) **CFS 717-O, Internship Field Placement Program Application:** This provides information related to the applicant's educational history, current program, number of hours required, first and second choice of placement, university field director information, automobile terms of use policy, background check signature, waiver of liability and release of claims;
- 2) **Personal Resume and cover letter;**
- 3) **2 Letters of Professional Reference** mailed or emailed directly by the reference to the Office of Learning and Professional Development;
- 4) **CFS 731, Certification of Driver's License and Automotive Liability Coverage:** Student interns are required to have a valid driver's license, proof of automobile insurance and reliable access to a vehicle. The Department is not able to mandate universities to allow student interns to have the opportunity to transport clients. However, the Department and many Universities recognize the importance of the experience and how it augments relationships with clients and can lead to a variety of positive outcomes;
- 5) **Copy of the student intern's valid driver's license;**
- 6) **Copy of automobile insurance,** if applicable, interns are required to provide proof of automobile insurance prior to the start of the student internship. If the applicant is going to use other resources for transportation, (i.e. a Zip Car), the student is required to provide their DCFS Field Instruction Supervisor with a copy of the automobile insurance coverage;

ADMINISTRATIVE PROCEDURES #29
INTERNS and SHADOWS
September 13, 2019 – P.T. 2019.10

- 7) **CFS 717-K, Acknowledgement of Hiring Policy form;**
- 8) **CFS 717-U Student Internship Confidentiality Agreement;**
- 9) **CFS 717-R Release and Waiver of Liability Agreement;**
- 10) **CFS 717-Q, Medical Student/Resident and Shadow Confidentiality Agreement and CFS 717-R, Release and Waiver of Liability Agreement; and**
- 11) **CANTS 22, Acknowledgement of Mandated Reporter Status**

As applications are received, the Office of Learning and Professional Development will begin the background clearance process. Upon initial clearance, the Office of Learning and Professional Development will send the student applicant documents to complete the fingerprinting process. When all documents from the Application Packet are received and the background clearances completed, the applicant will be put into the applicant pool. Upon the student intern entry deadline, the Office of Learning and Professional Development will begin the matching process between all student applicants and student potential DCFS Field Instruction Supervisors.

b) Background Check

The Background Check Forms below document that the potential **student intern** has given consent for the initiation of background/security clearance. Each form must be signed and dated. Potential student interns cannot begin working for the Department until all background checks are completed. Signatures on background check forms are valid for six months from the date of the signature. If the student is going to begin a placement beyond the six-month time frame, new background checks must be completed.

- 1) **CMS 100, Examining/Employment Application:** only pages one (1) and two (2) are completed. This is not the student internship application form. Do not complete the job/education chronology;
- 2) **CMS 284A, Authorization for Release of Criminal History Information:** Complete and sign. The potential intern's signature must be witnessed by someone who is not their family member;
- 3) **CMS 284B, Self-Disclosure of Criminal History:** Complete and sign. The potential student intern's signature must be witnessed by someone who is not their family member;

ADMINISTRATIVE PROCEDURES #29

INTERNS and SHADOWS

September 13, 2019 – P.T. 2019.10

- 4) **CFS 717-H, Authorization for Background Check by DCFS/Office of Employee Services:** The **CFS 717-H** documents the applicant's consent for the initiation of a background clearance. Finger prints will be taken after the Office of Professional Development provides the student intern with the authorized signature code. The potential student intern signs the **CFS 717H**, where required; and
- 5) **Finger prints:** Finger prints are required for all potential interns. The Department does not accept previous or unauthorized finger prints. The potential intern will receive an email with 1) a special authorization signature/code and 2) the Department finger print vendor website to identify a location and time that is best for them. The potential student intern will take the **CFS 717H** to the finger print vendor location. The potential student intern and the Department Field Supervisor will be sent notice of the final background clearance by email from the Associate Director of Academic Partnerships, or a person designated by the Office of Learning and Professional Development. **The DCFS Field Instruction Supervisor is responsible for ensuring he/she receives a copy of the final background clearance prior to the student beginning the student internship.**

Information obtained from the Background Check/Person Search will be assessed and disclosed in accordance with Rule 385: Background Checks and **Rule 300 Appendix B, Child Abuse and Neglect Allegations**. If, based on the results of the background search, there is reason for an applicant to not be assigned a student internship, the Associate Director of Academic Partnerships, or a person designated by the Office of Learning and Professional Development, will be responsible for reviewing the results and communicating with the applicant. **A recommendation to waive the background check results shall be made at a Deputy Director level.**

c) **Student Internship Forms**

The student internship forms are for the student intern and the DCFS Field Instruction Supervisor to review and submit to the Office of Learning and Professional Development after the student internship begins. These documents assist the student intern and DCFS Field Instruction Supervisor with the student internship requirements.

- 1) University-Field contracts shall have explicit goals and objectives and shall be signed by the student intern, University Field Director/University Field Liaison and the DCFS Field Instruction Supervisor;

ADMINISTRATIVE PROCEDURES #29

INTERNS and SHADOWS

September 13, 2019 – P.T. 2019.10

- 2) **CFS 717-U Student Internship Confidentiality Agreement and CFS 717-R Release and Waiver of Liability Agreement;** these agreement forms are originally completed and required to be turned in as a part of the initial student internship application. Once a student intern begins their placement, the DCFS Field Instruction Supervisor and the Student Intern shall review these documents, ensure both parties have signed the documents and then a copy of each shall be kept at the student internship location. A copy of each document shall also be provided to the Office of Professional Development; and
- 3) The Student Intern and the University Field Director/University Field Liaison, as indicated in the affiliation agreement between the university and DCFS determine what health status, liability verifications and immunizations records are needed/preferred, as well as, emergency contact information.

d) University Field Work Director/University Field Work Liaison

The primary role of the University Field Work Supervisor is to ensure the student's experiences are educational. Royse, Dhooper, & Rompf, (2012) *Field Instruction: A Guide for Social Work Students, Updated Edition, 6th Edition*, describe their specific duties as (1) facilitating field teaching and student's learning, (2) overseeing educational opportunities offered by the agency, monitoring student progress and fostering the interchange between school and agency and (3) evaluating the agency Field Instruction Supervisor's performance and student achievement. The University Field Work Director is the main contact for relevant information pertaining to student internships.

Depending on the field of study, the University Field Work Director/University Field Work Liaison may be required to meet one or more times with student interns and their DCFS Field Instruction Supervisor to evaluate and provide feedback. The number of visits may be increased if there is a need for intervention. The University Field Work Director/University Field Work Liaison oversees and has final approval of a student intern's learning objectives/learning plan.

e) DCFS Public Service Administrator

The DCFS Senior Public Service Administrator or Public Service Administrator serves as a working supervisor: planning, supervising, reviewing, and coordinating the activities of a team of professional employees engaged in providing services to children and families; directs the team within the existing framework of statutes and policies of the Department; serves as liaison with other disciplines, agencies, and community resources; establishes performance goals and objectives and refers instances requiring potential disciplinary action to the Area Administrator.

ADMINISTRATIVE PROCEDURES #29
INTERNS and SHADOWS
September 13, 2019 – P.T. 2019.10

The DCFS Public Service Administrator shall agree to a student intern completing a practicum in their domain and shall sign the **CFS 717-T, Field Instruction Supervisor Confirmation** approving their employee's participation. The signed **CFS 717-T** is to be kept by the DCFS Public Service Administrator and a copy is to be kept on file at the Office of Learning and Professional Development.

f) DCFS Field Instruction Supervisor

In addition to having the written agreement of a Public Service Administrator, University Field Directors or University Field Liaisons have ultimate responsibility for determining qualified agency field instruction supervisors (Royse, Dhooper, & Rompf, 2012). Depending upon the field of study, the DCFS Field Instruction Supervisor may be required to have a certain degree, a certain number of years of experience, may be required to meet with the student for direct supervision an hour or more per week and may need to be a participant in meetings between the student intern and the university field director/university field liaison.

The DCFS Field Instruction Supervisor shall be present and lead the interview of the student intern applicant. Having the supervisor present is necessary to determine if the student and the supervisor are compatible and to ensure both parties agree to the terms of the internship. The DCFS Field Instruction Supervisor shall review the student intern's learning objectives, agree to and sign off on the objectives and support the student in meeting those objectives. The DCFS Field Instruction Supervisor shall be the person who spends the most day-to-day time with the student intern.

29.5 Shadows

Shadows are individuals, at least 18 years old, who accompany assigned Department staff for the **sole purpose of observing** the staff execute/perform their job duties. There are two (2) types of Shadows, **Shadow –Educational and Shadow – Non-Educational**.

A) Shadow Application Packet

Shadow applicants shall complete the following documents:

- 1) **CFS 717-S, Shadow Request Form;**
- 2) Documentation from a medical/educational institution or place of employment acknowledging support and approval for the interested person to shadow a Department employee; and
- 3) **CFS 717-Q Medical Student/Resident and Shadow Confidentiality Agreement and CFS 717-R Release and Waiver of Liability Agreement.**

ADMINISTRATIVE PROCEDURES #29
INTERNS and SHADOWS
September 13, 2019 – P.T. 2019.10

Note: Individuals interested in a medical resident/student or non-educational shadowing experience must submit a completed Shadow Application Packet at least 7 calendar days prior to the desired shadow date.

B) Submission of Shadow Requests

1) Shadow – Educational requests

Shadow – Educational requests will be referred to the Department’s Office of Learning and Professional Development for review, processing and monitoring. The request and completed documentation shall be either:

Scanned and emailed to DCFSInternships@illinois.gov;
Faxed to 773-371-6145; or
Mailed to: DCFS
Office of Learning and Professional Development
6201 S. Emerald, Room 209
Chicago, IL 60621

The Department’s Office of Learning and Professional Development will request a Person Search for each Shadow request through completion of the CFS689 submitted to the SCR Administrator for processing.

The SCR Administrator or designee, will ensure that a Person Search is completed for any history of child abuse or neglect. If the Person Search is positive, the SCR Administrator will make a determination about the approval or denial of the shadow request, a **CFS 689** will be used for this process.

2) Shadow Educational requests from medical student/resident and Non-Educational requests

Shadow Educational requests from medical student/resident and Non-Educational requests will be referred to the SCR Administrator. Examples of Non-Educational requests are legislative staff and law enforcement. The request and completed documentation shall be either:

Faxed to: 217-785-0395; or
Mailed to: DCFS
State Central Register
406 E. Monroe, Station 30
Springfield, IL 62701.

ADMINISTRATIVE PROCEDURES #29
INTERNS and SHADOWS
September 13, 2019 – P.T. 2019.10

The SCR Administrator or designee, will ensure that a Person Search is completed for any history of child abuse or neglect. If the Person Search is positive, the SCR Administrator will make a determination about the approval or denial of the shadow request, a CFS 689 will be used for this process.

C) Processing of Requests for Shadows

1) Shadow Non-Educational requests

The SCR Administrator will refer the **Shadow Non-Educational** requests to the appropriate Area Administrators (AA) or their designee for assignment to a Supervisor in a field office.

- a) Shadowing may occur in a variety of increments, half day, full day, one to two days and shall be coordinated between the shadow and assigned Department staff. In most instances shadowing is considered a one-time or short-term event.
- b) The AA/designee shall identify a Child Protection Specialist or Permanency/Intact Child Welfare Specialist for the non-educational shadow and provide them with contact information for the individual that will shadow. The AA/designee shall also provide the identity of the Child Protection Specialist or Permanency/Intact Child Welfare Specialist to the non-educational shadow. The Child Protection Specialist Permanency/Intact Child Welfare Specialist shall contact the shadow within 48 hours of the notification by the AA/designee. Every effort should be made to choose a case that will provide an experience relative to the shadow's employment needs.
- c) Due to the nature of child protection and child welfare, it is recognized that a shadow may be assigned to more than one Child Protection Specialist or Permanency/Intact Child Welfare Specialist. It is also recognized that shadowing plans may need to be adjusted immediately due to the nature of the case at hand. It is the responsibility of the Child Protection Specialist or Permanency/Intact Child Welfare Specialist to communicate concerns to the Supervisor, AA or designee. It is the responsibility of the Supervisor, AA or designee to ensure there is proper documentation of contact information and communication as to the shadowing plans, process, and adjustments.

ADMINISTRATIVE PROCEDURES #29

INTERNS and SHADOWS

September 13, 2019 – P.T. 2019.10

- d) Non-educational shadows are observers only. Department staff shall not request or obtain information from the shadow regarding any specific client or case and shall not identify them as a “Collateral” or “Contact” within the investigation.

2) Shadow Educational Requests from Medical Student/ Resident

The SCR Administrator will refer the **Shadow Educational requests from medical students/residents** to the appropriate Area Administrator (AA) or designee for assignment to a Supervisor in a field office.

- a) Medical Resident/Student shadowing may occur in a variety of increments, half day, full day, one to two days and shall be coordinated between the shadow and assigned Department staff. In most instances shadowing is considered a one-time or short-term event.
- b) The AA/designee shall identify a Child Protection Specialist for the medical shadow and provide them with contact information. The AA/designee shall also provide the identity of the Child Protection Specialist to the medical shadow. The Child Protection Specialist shall make contact with the shadow within 48 hours of the notification by the AA/designee. Every effort should be made to choose a case that will provide an experience relative to the shadow’s educational needs.
- c) Due to the nature of child protection, it is recognized that a Shadow may be assigned to more than one Child Protection Specialist. It is also recognized that shadowing plans may need to be adjusted immediately due to the nature of the case at hand. It is the responsibility of the Child Protection Specialist to communicate concerns to the Supervisor, AA or designee. It is the responsibility of the Supervisor, AA or designee to ensure there is proper documentation of contact information and communication as to the shadowing plans, process, and adjustments.
- d) Medical shadows are observers only. Department staff shall not request or obtain information from the medical shadow regarding any specific client or case and shall not identify the medical shadow as a “Collateral”, “Primary Care Physician” (PCP), or “Contact” within the investigation.

ADMINISTRATIVE PROCEDURES #29
INTERNS and SHADOWS
September 13, 2019 – P.T. 2019.10

29.6 Forms

CANTS 22, Acknowledgement of Mandated Reporter Status

CFS 731, Certification of Driver's License and Automotive Liability Coverage

CFS 717-H, Authorization for Background Check by DCFS/Office of Employee Services

CFS 717-K, Acknowledgement of Hiring Policy form

CFS 717-O, Student Internship Field Placement Program Application

CFS 717-P, Field Placement Agreement

CFS 717-Q, Medical Student/Resident and Shadow Confidentiality Agreement

CFS 717-R, Release and Waiver of Liability Agreement

CFS 717-S, Shadow Request Form

CFS 717-T, Field Instruction Supervisor Confirmation

CFS 717-U, Student Internship Confidentiality Agreement

CMS 100, Examining/Employment Application

CMS 284A, Authorization for Release of Criminal History Information

CMS 284 B, Self-Disclosure of Criminal History