



AllHealth[®]
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Internship Program Handbook

The information contained in this document is accurate as of 7/1/2018 and is subject to change.

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AllHealth Network

At AllHealth Network our mission is to enhance quality of life for individuals and families in our communities through compassionate, integrated behavioral health services. We are a comprehensive healthcare network specializing in behavioral health services individuals and families throughout the lifespan and levels of need. We have our 9 locations in Douglas and Arapahoe Counties. We welcome all through our doors and are committed to providing efficient access to professional behavioral healthcare at an affordable cost. We offer individual, family, couples and group psychotherapy as well as specialized services for those who benefit from intensive outpatient substance use treatment, treatment within the criminal justice system, community based services, crisis stabilization, day treatment, and housing and vocational support. In addition we offer primary care, medication services, nursing, and pharmacy services.

Welcome! The experiences you have here will support your educational and professional aspirations, and prepare you to move in the direction of your goals. You may also find that the sense of purpose you develop by working at AllHealth Network reflects the way you provide excellent, accessible healthcare to the community. We look forward to having you on our team!

INTERNSHIP OVERVIEW

It is the goal of the AllHealth Network Internship Program to train its interns to become competent, ethical, and confident professionals in their trade of study. We provide experience and supervision that allow interns to thrive not only in today's world, but to gain the knowledge and tools that empower them to adapt to an ever-changing industry. The Internship Program is an integral part of our community of learning and quality improvement. Our internships help bridge the gap between the academic and working world by providing hands-on experience to interns through supervised training and service delivery.

Conditions of Internships

- AllHealth Network offers both clinical and non-clinical internships to students who are enrolled in accredited academic programs.
- Interns must be affiliated with a school during their placement with AllHealth Network. The school or its representative and AllHealth Network must have an established agreement, in writing in place regarding the terms of an intern's placement prior to the start of an internship.
- AllHealth Network will accept internship applications during open application periods and reserves the right to temporarily close the application to the internship program.

Limitations of Internships

- AllHealth Network employees are not eligible for internships while employed by the organization.
- All internships are unpaid.
- AllHealth network does not provide Worker's Compensation coverage for internships. Those interested in this type of coverage should check with their academic programs.
- AllHealth Network does not employ or provide internships to current or former clients or those who have family members in treatment to avoid confidentiality concerns or conflicts of interest.
- Interns may not practice in any language other than English unless she or he has passed the Human Resources approved proficiency examination. To complete this exam, please contact Human Resources.
- No research can be conducted without written review and permission from the Director of Quality Improvement.

Internship Cycle



Internship Requests and Applications

- Departments make request for an Intern via the request form found on the Intranet
- Potential Interns will apply via the All Health Network Website
- Successful applicants will be screened, interviewed, and placed with a requesting department, matching the need



Internship Experience

- During an Intern's placement with All Health Network, Intern's supervisor will provide on going training and supervision in relation to the Intern's area of study through face to face supervision.
- The Intern's supervisor will work with the Intern and the school to provide feedback in the form of assessments, site visits, and evaluations when appropriate.



Academic Progression

- At the end of the placement period, the Licensing and Internship Supervisor will collect information from the Intern about his or her experiences with All Health Network.

INTERNSHIP TYPES

Clinical Placements

AllHealth Network provides clinical interns with the opportunity to put theory into practice and gain the skills and confidence to meet the changing demands in behavioral health care. We address learning needs and professional development individually by providing experience across different populations, treatment modalities, levels of care, community outreach, leadership roles, and integrated health care. Clinical internships are offered to interns who are actively enrolled in an accredited program and must be affiliated with a school during the placement at All Health Network.

- Clinical Mental Health

AllHealth Network offers a variety of internships within the human services, counseling, social work and psychology fields of study. Internship position availability is based upon the needs of the programs at AllHealth Network. Clinical internships require a minimum of 20 hours per week. During the course of clinical internships, interns are expected to grow their knowledge and practice of clinical skills including clinical

interviewing (psychosocial assessments), differential diagnosis, treatment planning, and evidenced-based interventions. All of these areas of clinical practice require a sensitivity to cultural, legal, and ethical factors.

- Bachelor Level – These internships are typically 1 semester.
- Master Level – These internships are typically 1 academic year.
- Doctoral Level – These internships are typically 1 academic year

- Nursing & Medical Students

AllHealth Network nursing internships prepare students to practice integrated healthcare in the community mental health system. These placements are available at the Bachelor and Masters levels and are coordinated through special arrangements with nursing and medical schools. We do not accept individual nursing and medical student placements without prior authorization by the Licensing and Internship Supervisor.

- Pharmacy

AllHealth Network offers a unique learning experience for pharmacy interns interested in an internship within a dynamic community mental health clinic. These placements are available at the Doctoral level and are coordinated through arrangements with pharmacy schools. Pharmacy internships are typically 5-8 weeks.

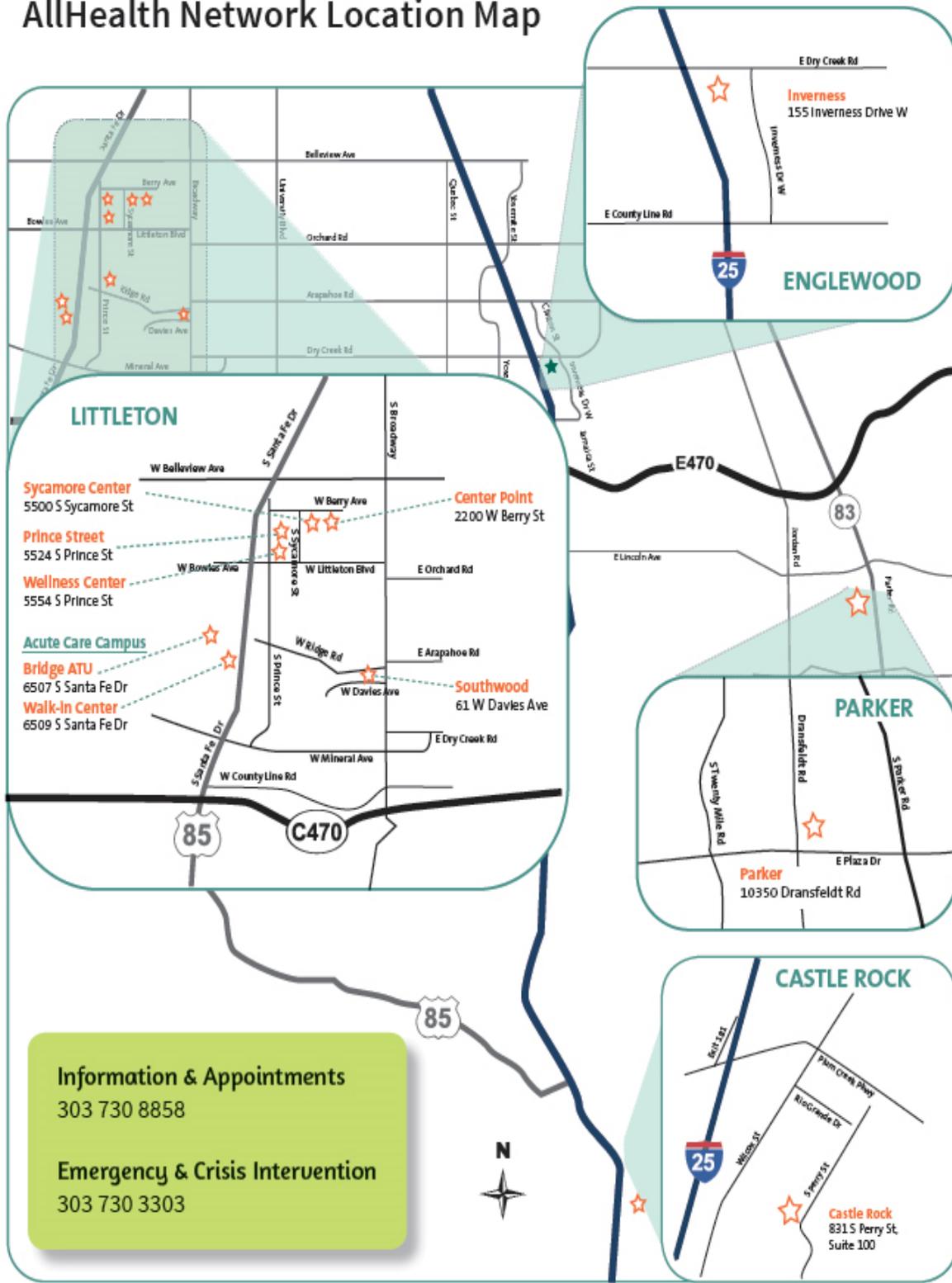
Non-Clinical Placements

As a participant in a non-clinical internship program, an intern will work on project-based assignments and will interact with internal and/or external business partners. Interns will gain valuable hands-on experience that will prepare them for the next steps in their education and career. Most non-clinical internships require 20 hours per week, but this is flexible and depends upon the academic program requirements. AllHealth Network offers internship in various non-clinical departments across the organization, such as:

- Health Information Management
- Business Development
- Human Resources
- Information Technology
- Clinical Systems Integration and Data Analytics
- Quality Improvement and Compliance



AllHealth Network Location Map



PROCEDURE FOR APPLICATION

The application for internship is available on the AllHealth Network website. The application period twice periods over the course of the year July 1st for Spring semester placements and Feb 1st for Summer and Fall placements. The application process remains open until all posted positions are full. Fall placement start dates typically begin in September, Spring placements start in January, and Summer placements start in June, with some flexibility to adjust according to different academic program schedules. All internships are unpaid.

To request an intern for your department, please use the [Intern Request Form](#) on located on the Intranet under the Staffing tab. The application and recruiting process is completed through Ultipro.

Licensing & Internship Supervisor screens all applications. A number of factors are considered when reviewing applications, including prior training and experience, commitment to serving underserved populations, an interest in community mental health, and the candidate's professional development and career goals. Applicants who do not match open positions will be informed via email and may be encouraged to apply in a future semester, if interested. Applicants who match with open positions are asked to complete a list of written screening questions.

After the screening responses are received the Licensing and Internship Supervisor make the application available to on-site supervisor and his or her manager. If it is determined at that point that it is not a match, the applicant will be informed via email and may be encouraged to apply in a future semester, if interested. Applicants with applications will be invited for a face to face interview.

Interview

After applications have been screened and reviewed by the Licensing & Internship Supervisor, an interview is required of all applicants being considered for an internship placement. Interviews are conducted by on-site supervisors and any other staff the supervisor would like to participate in the process. The Licensing and Internship Supervisor can be present for the interview, at the on-site supervisor's discretion. The on-site supervisor will, make the Licensing and Internship Supervisor aware of the hiring decision and the Licensing and Internship Supervisors will correspond with the applicant regarding the decision and any additional onboarding requirements. After the interview phase, applicants will be informed via email regarding the hiring decision. Applicants moving forward in the hiring process will be asked for information to initiate a background check.

Offer Contingencies

Internship placement offers are contingent upon a clear background check and the completion of all required onboarding forms prior to their start at AllHealth Network. The internship candidate will receive the forms electronically from a Human Resources representative. Failure to complete these forms will delay the start date of the internship and could result in revocation of internship placement offer. These forms may include: Confidentiality Agreement, Professionalism and Network Expectations, Computer and Network User Agreement, Influenza Vaccination Policy for Healthcare Personnel, Staff Badge Policy, Corporate Compliance Plan, Notice Regarding Rights of Pregnant Workers, Disclosure of Outside Employment/Business, Corporate Compliance Signature Page, Internal Disaster, TB Policy (when applicable), Child and Family Form/Background Investigation (when applicable), DMV Verification (when applicable).

AllHealth Network Internship Handbook acknowledgement form will be completed as onboarding documentation in Relias as part New Employee Orientation (NEO).

Interns are expected to attend NEO as well as other required new hire and internship trainings. Some trainings may require attendance prior to the start date of the internship.

Contact Information for Licensing & Internship Supervisor

If you have questions or need assistance regarding the internship program at All Heath Network, please contact our Licensing & Internship Supervisor at internship@AllHeathNetwork.org or 720-707-6411.

TRAINING AND SUPERVISION

Supervision

Quality supervision and documentation is a critical and valued component of our training program. Each intern will be assigned an on-site supervisor with whom they will work closely for the duration of the internship. The on-site supervisor is responsible for the completion of required evaluations and documents per the sponsoring academic program and the Licensing & Internship Supervisor.

Clinical interns will receive weekly on-site individual supervision and will be encouraged to attend monthly group clinical supervision with the Licensing and Internship Supervisor. All aspects of the intern's work are discussed in supervision and additional formal clinical trainings are offered through the course of the internship placement. Interns will work closely with their on-site supervisors and supervision session will be provided on a regular basis where interns receive guidance, teaching, and feedback.

For clinical interns, supervision is time to gain experience with case presentations, theoretical application, and receive support as they explore self-awareness and continued professional development. Through the supervisory relationship, interns should develop professional self-confidence and a meaningful integration of theory with practice.

On-site supervisors are afforded the opportunity to work with interns based on their level of experience in the field and expertise with the population served in the program. On-site supervisors are staff who have been recognized for their contributions to their program, and who have been identified by their managers to be exceptional performers among their teams. On-site supervisor should show the capacity for, and interest in growth his or her leadership skills. There is no requirement for on-site supervisors to be program supervisors or Managers, nor do they necessarily need to be licensed. Interns will be placed with on-site supervisors who can provide the most supportive learning and working environment for the intern. Generally on-site supervisors will have worked for the program in which they will be supervising the intern for at least one year. Staff interested in becoming an on-site supervisor should discuss this with his or her manager and contact the Licensing and Internship Supervisor.

Corrective Action

The Licensing and Internship Supervisor can be reached for support throughout the intern's placement period. At times concerns may arise with an intern's performance or preparedness for the entering the field. These concerns should first be addressed in individual supervision and when appropriate be brought to the attention of the Licensing and Internship Supervisor. Open and transparent communication with the sponsoring academic program will also be honored and when concerns are present, the sponsoring program will be made aware. Coaching and support are a natural competent to any supervisory relationship. If it is determined that coaching and support of an intern has failed and that the intern is not meeting the standards of the placement, AllHealth Network reserves the right to terminate the placement.

On-Site Supervisor Requirements

- ✓ **Must have worked in current program for at least one year**
- ✓ **Be interested in developing leadership skills**
- ✓ **Have program manager's permission to on board and supervise an intern**

Responsibilities of the On-site Supervisor

- Complete all onboarding procedures as promoted by Licensing and Internship Supervisor
- Ensure the intern has a work space, including a physical work environment equivalent to those on the team.
- Discuss with the intern the resources available, including limitations of the resources (for example, use of phones, office supplies, administrative assistance).
- Provide intern with regular and consistent training and supervision, including but not limited to, training on policy, procedure and practices pertinent to location and role.
- Provide regular 1:1 supervision of the intern's to evaluate progress and provide training and guidance.
- Review all clinical notes and co-sign notes, when applicable.
- All supervision will be documented in notes according to approved the AllHealth Network approved supervision documentation practices.
- Work in coordination with the intern and the intern's academic liaison to complete all evaluations and provide a copy to the intern's sponsoring academic program upon completion.
- Provide notice if remediation of the intern's performance is needed at any time throughout the internship process and inform the Licensing and Internship Supervisor as well as the intern's academic liaison.
- Inform Licensing and Internship Supervisor of intern's expected completion date in order for Licensing and Internship Supervisor to process the network notification and schedule and exit interview.
- Attend any required trainings pursuant to supervising interns

Responsibilities of the Licensing & Internship Supervisor

- Provide oversight and monitoring of the internship program, to include: review all internship applications, on and off boarding processes for all interns, evaluation of the internship program through assessment and interviews, the coordination of all internship placements and/or changes to the agreed upon duties, hours, and supervision needs or reporting structure.
- Ensure the intern is prepared to attend the required New Employee Orientation (NEO) sessions. Other requirements vary dependent upon the intern's reporting unit.
- Provide clinical supervision to counseling, social work, and human service interns through group supervision. Individual clinical supervision can be provided to the intern as a last resort in the support of a program. All supervision will be documented in notes according to approved the AllHealth Network approved supervision documentation practices.
- Serve as a resource for onsite supervisors in regard to meeting the needs of the interns including: billing and credentialing questions, conflict resolution, intern adherence to policies and procedures of the organization, support with site visits from the intern's academic liaison, in addition to other needs as they arise.
- Retain intern files for 3 years
- Evaluate the quality of the internship program throughout the course of the year and, at the end of an internship placement, provide an exit interview.
- Collect any agency provided equipment associated with the placement and return to Human Resources and IT. Terminate the internship in Ultipro.

RESPONSIBILITIES OF THE INTERN

Intern Responsibilities

- To conduct oneself in alignment with professional code of ethics and demonstrate maturity.
- Interns are expected to attend New Employee Orientation (NEO) as well as other required new hire and internship trainings.
- To become conversant with governing rules, policies and procedures in community mental health and/or field of study and internship placement
- To abide by lawful program, office, department, county, and state regulations.
- Interns are expected to adhere to all AllHealth Network policies and procedures and standards of practice. For questions regarding any of the documents, policies or procedures please contact your site supervisor, the AllHealth Network Licensing & Internship Supervisor, or refer to the AllHealth Network Intranet to review policies and procedures.
- Interns are required to complete all mandatory agency wide staff training requirements.
- To meet training expectations by developing competencies in the areas required by the academic program and as appropriate per placement site
- To actively participate in training and supervision activities provided by AllHealth Network
- To give constructive feedback that evaluates their training and supervision experience
- To be engaged in the learning process
- To inform the Licensing & Internship Supervisor of any significant concerns the intern may have regarding the Internship Program, to include but not limited to, coordination of any change in duties, hours, supervision needs or reporting structure, completion date of internship, deficit in hours completed, and the like

- To communicate academic needs, requirements and changes to the Licensing & Internship Supervisor
 - To participate in the development of a performance improvement plan if one is needed.
 - Keep track of hours as they accrue, per the requirements of their academic program
- All Health interns are encouraged to participate in all intern group meetings, trainings, and presentations.

Interns are eligible for mileage reimbursement and must complete an Expense Voucher form and submit it to the Accounts Payable department.

Additional Responsibilities for Clinical Interns

- Interns are not licensed clinicians and are operating under the supervision of an AllHealth Network staff. Many funding sources require specific credentials for the delivery and billing of services. As such, interns are only permitted to provide and bill for direct clinical care to clients who have Medicaid
- Interns are not permitted to provide direct clinical care or bill for services provided to clients with commercial insurance, Medicare, Tricare, dually enrolled in Medicare/Medicaid, dually enrolled in private/other insurance and Medicaid, etc.
- If ever there is a question about the appropriateness of an intern providing direct care to someone due to funding stream, please contact the Licensing and Internship Supervisor.
- Video and Audio Taping of Clinical Interventions
 - **Video and audio taping of sessions is not permitted.** Students should be aware of this prior to applying for placement with AllHealth Network and should check this limitation against their academic program requirements. Questions should be directed to the Licensing and Internship Supervisor.
 - The alternative option is for a live observation of a session to be completed with the Intern and his or her on-site supervisor. The onsite supervisor should use a form provided by the student's academic program, or an AllHealth Network approved form can be provided.
- In all clinical interactions, interns are required to identify themselves as an intern. When providing a clinical service, a Disclosure Statement must be provided to the client and/or guardian clearly stating status as an Intern.
- All Health Network does not have billable hour requirements for interns. It is solely the responsibility of the intern to fulfill their academic program's direct clinical hour requirements. If the intern becomes concerned about meeting the academic program requirements in a timely fashion, the intern is expected to promptly discuss this with the Licensing & Internship Supervisor so that a resolution can be determined.
- Interns are strongly encouraged to take an active role in their learning. Interns should speak with their on-site supervisors or the Licensing and Internship Supervisor about engaging in activities in which they are interested.

EVALUATION PROCESS

Internship Monitoring and Evaluation

Three weeks after the Intern's start date, and again at the midpoint of the year the Licensing and Internship Supervisor will reach out to the Intern and the on-site supervisor via email with an assessment to check in and inquire about any concerns. The Licensing and Internship Supervisor is available to provide assistance at that time and throughout the duration of the internship cycle to address any issues.

The Licensing and Internship Supervisor will conduct Exit Interviews at the end of the placement. This provides All Health Network with valuable information about the effectiveness of and satisfaction with the internship program and guides the program's quality improvement process.

Evaluation of the Intern

When required by an academic program, evaluation of the intern's performance will be completed by the intern's on-site supervisor and provided to the sponsoring academic program based on the school's academic schedule (i.e. quarters, semesters). The Licensing and Internship Supervisor can assist in this process as needed.