



Developing an Internship Program Administrative Manual

July 2009

Purpose and Benefits of an Internship Program

An internship program is an added benefit to the structure of Family Justice Centers. Interns enhance the FJC's endeavors by providing fresh perspectives and extra support to full-time personnel. Short-term projects that may have been on the "back-burner" can be accomplished by interns at a minimal cost to the organization. In addition, awareness of your Center is raised in the community; satisfied interns usually recommend other students to apply for internships, which reduces the time and effort needed to recruit for the program. Moreover, a positive internship can lead to a potential new full-time hire that requires minimal training, has the ability to take on more immediate responsibility, and is an employee who stays longer with the organization.

Internships are vital to a student's professional and intellectual growth as well. Valuable hands-on experience allows for the student to utilize the theoretical practices developed in academia. Technical skills, access to domestic violence resources, the opportunity to network with specialists in the field, and a realistic outlook on professional practices molds a qualified future workforce.

Developing an Internship Program

As with any successful endeavor, developing an internship program requires research and planning. The decision to develop an internship program places the responsibility on you, the employer, to provide a well-rounded, positive learning, and mentoring environment for the intern. The following steps are listed to help guide the process – from the initial planning, to recruiting, selecting an intern, and completing the first intern term. In addition, a resources section containing template forms and documents are included for your use and review.

- Step 1: Identify a Supervisor/Mentor
- Step 2: Assess Intern Roles, Responsibilities and Resources
- Step 3: Allocate Resources
- Step 4: Recruit and Select Intern
- Step 5: Create an Intern Policies and Procedures Manual
- Step 6: Orient and Train Your New Intern
- Step 7: Conduct Interim and Final Evaluations

Step 1: Identify a Supervisor/Mentor

The first step is to identify the respective individual who will serve as the intern's supervisor and mentor. This individual will be the "go-to" staff member who will recruit, provide the orientation and training, and supervise the intern. All questions and concerns raised by the intern will be directed to this supervisor/mentor. Thus, the supervisor/mentor should be a staff member who is fully aware of all FJC policies and procedures. The supervisor/mentor should aim to build a meaningful and productive relationship with the intern. The most successful supervisor/mentor-intern relationships are created by listening, teaching, learning and patience.

Step 2: Assess Intern Roles, Responsibilities & Resources

Reviewing internal needs. The next step is to evaluate pending projects and staff needs. The intern supervisor/mentor should work with fellow staff to assess tasks and workloads that an intern can work on. There are numerous ways an intern can be involved in FJCs. Sample responsibilities and projects include:

- Administrative duties
- Research as assigned
- Drafting promotional materials, such as flyers, brochures, and newsletters
- Special events
- Reception/Front-Desk

Respective policies and procedures, deadlines, and objectives should clearly be defined before the start of every project or given responsibility. Strong communication will help to eliminate misunderstanding and promote successful outcomes.

As stated above, these are a recommended list of roles and responsibilities your prospective intern may fulfill. Assess the needs of your respective Center to mold your future intern's roles.

Creating a learning atmosphere. Internship programs are generally created to help assist and relieve personnel of workloads. However, your FJC should have enough resources to allow for the intern's supervisor/mentor to provide an adequate amount of assistance and training to the intern.

As a learning atmosphere it is important for the supervisor/mentor to include offsite activities and internal meetings in the intern curriculum. For example, the intern can visit community and governmental institutions, and participate in staff meetings and special events. In addition, domestic violence education and/or training should be provided. In turn, your intern will become more knowledgeable and valuable to your Center. Site visits and educational resources may consist of:

Community/Government Organizations' Meetings and Offices to Attend/Tour:

- City Council Meetings/Domestic Violence Council Meetings
- Courts: Family Court and Domestic Violence Court
- Police Department Crime Laboratory
- Local Shelter

Domestic Violence Training and Educational Resources:

- Battered Women by Del Martin
- Hope for Hurting Families I & II by Gwinn & Strack
- DV 101: Power & Control Wheels; Cost of Domestic Violence Homicide; Understanding the Dynamics of DV

The internship supervisor should structure an intern calendar or schedule which includes set dates for the intern to go to specific organizations (Attachment N). Visits to particular sites would be enhanced if the intern was able to accompany a professional in the field. For example, the intern can accompany an advocate to Family Court.

The proposed list of responsibilities, activities, and resources is a strong start to creating your respective internship program. A key note to remember is that the intern should continually learn and be challenged throughout the program. Consider your intern's skills and strengths, and give your intern the chance to make a meaningful contribution to a project. As the intern supervisor/mentor, establish projects ahead of time; delegating tasks one at a time delays productivity. Creating long-term projects or weekly assignments keeps an intern from feeling inadequate or bored. Paying respect and attention to the intern enhances his/her motivation and willingness to perform.

Step 3: Allocate Resources

The internship program's schedule and amount of interns will depend on your Center's financial, time, and material resources, as well as the amount of support needed by your organization.

Financial resources

- Will your intern be paid or be given university credit?
- If you are paying your intern, which grant will provide the funding? At what hourly rate?
- Will your intern need a parking pass?
- Will your Family Justice Center reimburse mileage for the intern?

Time resources

- Will you recruit by quarters, semesters, or continuously throughout the year?
- Will your intern's supervisor/mentor set aside time for regular meetings with the intern throughout the duration of the internship?
- How many hours will the intern work per week? How will this impact the duties that may be assigned to him/her?

Material resources. What will your Family Justice Center need to provide for the intern? Please allow adequate time to provide these resources so that your intern will feel welcomed and s/he can begin working immediately. Resources may include:

- Designated office space
- Computer
- Email account/access
- Telephone extension
- Voice mailbox
- Office supplies
- Badge/Identification

Step 4: Recruit and Select Intern

Job description (Attachment A). Once you have identified the scope of the internship program and the resources necessary to support an intern, you will need to create a job description that explains to the prospective intern the:

- Background of the Family Justice Center, including mission, history, services offered;
- Description of intern's tasks and responsibilities;
- Preferred majors/minors or coursework the intern should have completed;
- List of skills/knowledge required;
- Start/End dates for the internship and typical daily working hours;
- Compensation or academic credit
- Cover letter describing their interest in the Family Justice Center movement;
- Resume;
- References;
- Background check (depending on the policies and procedures of your Center)

Locations to advertise intern posting. After completing your intern description, you should create a list of locations to advertise the position. There are several resources available to advertise your internship announcement. Locations may include:

- Your Center's website
- The National Family Justice Center's website
- Universities: most universities have career centers which can post your announcement on their online database as well as offer you a kiosk at their intern/job fairs
- Online resources: Idealist, Craigslist, local job sites

Selection process. The screening process for interviewing and selecting intern candidates will be somewhat similar to the new hire process. A sample guideline to review and select intern candidates is outlined below:

1. Review resume and cover letter and note questions or concerns
2. Contact applicant for additional information

- a. Verify applicant's interest in the FJC vs. specific partner agencies
 - b. Discuss applicant's availability/schedule
3. Decide to send/not send the FJC Intern/Volunteer Application (Attachment B)
4. Receive candidate's application and references
5. Conduct background check, if necessary
6. Schedule an interview
 - a. During the interview offer a brief overview of your Center
 - b. Offer overview of typical intern duties
 - c. Ask set interview questions (Attachment C)
 - d. Answer questions
 - e. Discuss applicant's goals for interning
7. Contact references listed by prospective intern (Attachment D)
8. Offer position and arrange schedule. A regular schedule should be structured; however, flexibility is key, as most interns are students who may require some time-off due to exams or special projects.
9. Complete an Internship Memorandum of Understanding (Attachment E): acceptance of position, start and end dates, wage, etc. A memorandum may prove useful to send to the respective intern's university or college if the intern is earning credit for his/her time at the FJC.
10. Have new intern sign Internship Agreement and Liability Waiver (Attachment F)
11. Have new intern sign Confidentiality Agreement (Attachment G)
12. Provide information on parking arrangements, if necessary

Step 5: Create an Intern Policies and Procedures Manual

Creating an Intern Policies and Procedures Manual will prove to be very useful for your future intern. The manual should include an overview of your Center, internal information, assignments and activities, and domestic violence and Family Justice Center information. For example, a manual may include:

Family Justice Center Overview

- Welcome Letter from the Executive Director (Attachment H)
- Overview of the Family Justice Center
- Overview of the National Family Justice Center Alliance (Attachment I)
- Scope of Services Provided

Internal Information:

- General Information (Attachment J)
- Emergency Contact Information form (Attachment K)
- “All About Me” form (Attachment L)
- Code of Conduct (Attachment M)
- Phone Directory
- Past Intern Directory
- FJC Calendar

Assignments and Activities Index

- Intern Activity/Site Visit Check-Off List (Attachment N)
- Ongoing Assignments

Timesheets

Resources Index (Attachments O – W) *to be added*

- Books to Read
- The FJC Collaborative Model by Gwinn, Strack, Adams, Lovelace, and Norman
- The Cycle of Violence
- Wheels
 - Power and Control Wheel
 - Abuse of Children Wheel
 - Equality Wheel
- Understanding the Dynamics of Domestic Violence
- Costs of DV Homicides
- Domestic Violence Facts

Step 6: Orient and Train Your New Intern

Orientation. Once an intern has been selected it is important to provide an orientation of the FJC workplace and culture. Orientation should include:

- Introducing the intern to fellow staff and partner agencies, and explaining their respective roles
- Giving a tour of the office, including the intern's designated workspace, and a building safety review (show fire escape, security, parking, etc.)
- Explaining how to use all office equipment, such as copy machines and scanners
- Showing the intern the FJC's website and the FJC Alliance's website
- Providing information regarding:
 - Client Confidentiality
 - General office hours
 - When and for how long s/he should take a lunch break
 - Appropriate work attire
- Reviewing the FJC's expectations of interns
- Reviewing the intern's expectations of the FJC
- Providing the intern with the Intern Policy and Procedures Manual, and outlining what it is comprised of

Training. The Intern Policy and Procedures Manual should serve as a starting point for orienting and training your intern on the overview and governance structure of the Family Justice Center movement. The intern's supervisor/mentor should provide training on resources included in the manual, such as DV 101 training and the FJC model. In addition, the supervisor/mentor should provide an overview on information related to your specific Center, such as services offered, general demographic served, and your local partner agencies.

Step 7: Conduct Interim and Final Evaluations

Creating measurement tools to evaluate your intern's progress is just as important as the development, recruitment, and implementation of the program. Consistent, open communication between the intern and his or her supervisor/mentor allows for any confusion or uncertainty to be resolved. Weekly or biweekly "check-ins" between the supervisor/mentor and the intern help maintain clarity and a positive work environment.

In addition, a final evaluation conducted by the intern and the supervisor/mentor is recommended during the exit interview. Evaluation forms (Attachments X – Z1) provide valued input for further development of the internship program.

If your intern will be seeking academic credit from his/her college or university, there may be additional evaluation forms to be submitted. While the requirements for academic credit are different at each institution, it is typical that a professor will want to know at the beginning of the internship what type of project the intern will be working on and it is typical that a final evaluation will be submitted. It is the student's responsibility to manage his/her university requirements. A student's request for academic credit does not typically involve increased work on the part of the supervisor.

Finally, the intern's supervisor/mentor and fellow colleagues involved in the program should meet to discuss lessons learned during the program. Time designated to review the program can be used to modify and/or enhance program details. Future interns will benefit from your team's time spent on program evaluation.

Resources:

- Attachment A: Intern Job Description
- Attachment B: FJC Intern/Volunteer Application
- Attachment C: Interview Questions
- Attachment D: Reference Check Form
- Attachment E: Internship Memorandum of Understanding
- Attachment F: FJC Intern Agreement and Liability Waiver
- Attachment G: Confidentiality Agreement
- Attachment H: Welcome Letter from Executive Director
- Attachment I: Overview of the National Family Justice Center Alliance
- Attachment J: General Information
- Attachment K: Emergency Contact Form
- Attachment L: All About Me Form
- Attachment M: Code of Conduct
- Attachment N: Site Activity Check-List
- Attachment O: Books to Read
- Attachment P: The FJC Collaborative Model by Gwinn, Strack, Adams, Lovelace, and Norman
- Attachment Q: Cycle of Violence
- Attachment R: Power and Control Wheel
- Attachment S: Abuse of Children Wheel
- Attachment T: Equality Wheel
- Attachment U: Costs of Domestic Violence Homicide
- Attachment V: Understanding the Dynamics of Domestic Violence
- Attachment W: NNEDV Domestic Violence Facts
- Attachment X: Interim Evaluation Form by Supervisor
- Attachment Y: Interim Evaluation Form by Intern
- Attachment Z: Final Evaluation by Supervisor
- Attachment Z1: Final Evaluation by Intern



What is the Family Justice Center Alliance?

The Family Justice Center Alliance serves as the official technical assistance provider for the United States Department of Justice for federally funded centers. The Family Justice Center Alliance also works with centers outside the federal initiative and abroad. There are currently 45 operational centers in the United States with an additional three international centers operating in Croydon, England; Monterey, Mexico; and Waterloo, Canada. In addition, there are over 40 Centers currently developing in the United States, Europe, Jordan, Bahrain, Africa, and Central America. The Alliance also hosts an annual international conference, provides shared learning opportunities such as staff exchange programs, international internships, web-based education programs, and training in the area of family violence. For more information, please visit our website at: www.familyjusticecenter.org.

Internship Program and Job Description:

The Family Justice Center Alliance is seeking an intern for the summer and fall semesters, respectively. The intern will assist with overall day-to-day operations of running an international, non-profit organization. Job duties will include:

- Assisting the founding president, chief executive officer and staff with the International Conference which will bring over 500 professionals from around the world;
- Assisting with monthly meetings and events, such as webinar programs, strategic planning meetings, and board meetings;
- Website development;
- Answering informational phone calls and e-mails;
- Gathering best practice documents from FJCs;
- Research as assigned;
- Special projects as assigned

We need an intern who is a self starter and willing to work with a vastly growing international organization. The Family Justice Center Alliance offers a unique opportunity to be involved with an exciting project that is rewarding and provides excellent work experience. In addition, the intern will have the ability to attend Family Court, City Council meetings, and domestic violence council meetings.

Job Qualifications:

The ideal candidate will possess the following minimum qualifications:

- Currently enrolled in a college or university

S:\National FJC Alliance\Interns & Volunteers\1. Recruitment Process\1. Advertising for Position

- 21 years of age or older
- Commitment to the prevention of domestic violence
- Strong interpersonal skills
- Strong oral and written communication, organization and time management skills
- Ability to work independently
- Ability to effectively network in the community
- Ability to work with diverse people and attitudes
- Ability to speak effectively to individuals and groups
- Ability to function as a cooperative and effective team member
- Knowledge in basic computer word processing, email, internet and publishing software
- Must have a valid California drivers license and auto insurance
- Ability to work eight – twenty hours per week for one semester

SELECTION PROCESS

To be considered for this position, please submit a copy of your current resume and letter of interest highlighting your relevant experience, three references (which includes telephone and email address), and the semester you are interested in interning to Brenda@nfjca.org. Applications will be accepted until June 8 for the summer position and August 7 for the fall position. Please note that the internship is unpaid; course credit can be given if the intern makes appropriate arrangements.



National Family Justice Center Alliance
Intern/Volunteer Application Form

PLEASE PRINT IN INK.

NAME:			
Last	First	Middle	Suffix

POSITION APPLYING FOR:

THE FOLLOWING INFORMATION IS CONFIDENTIAL

SOCIAL SECURITY NUMBER:		
MAILING ADDRESS:		
Street	Apt/Unit or PO Box	
City	State	Zip Code
HOME NUMBER: ()		CELL PHONE NUMBER: ()
E-MAIL ADDRESS:		
GENDER: <input type="checkbox"/> Male <input type="checkbox"/> Female		
BIRTH DATE:		
Month	Day	Year
ARE YOU OVER 18? (Please Circle)		YES NO
CALIFORNIA DRIVER'S LICENSE:		
Number	Class	Restrictions

LANGUAGE PROFICIENCY: List language skills, other than English, you have, and your level of proficiency (speak, read, write, etc.).	
Language:	Level of Proficiency:

EDUCATION HISTORY: This section must be accurate and complete. The application is used to determine if you meet the minimum job requirements as published in the job announcement.				
High School Graduate: <input type="checkbox"/> Yes <input type="checkbox"/> No		GED: <input type="checkbox"/> Yes <input type="checkbox"/> No		
UNIVERSITY/COLLEGE (UNDERGRADUATE, GRADUATE, POST GRADUATE)				
Name		Location		Attended From - To (Mo-Yr)
Degree Awarded	Date	Major Field of Study	Minor Field of Study	Total Semester Hours
Name		Location		Attended From - To (Mo-Yr)
Degree Awarded	Date	Major Field of Study	Minor Field of Study	Total Semester Hours

BUSINESS, TRADE, TECHNICAL, VOCATIONAL SCHOOL OR MILITARY TRAINING

Name	Location		Attended From - To (Mo-Yr)
Title of Program or Subjects Taken	Total Classroom Hours	Certificate Received <input type="checkbox"/> Yes <input type="checkbox"/> No	Date
Name	Location		Attended From - To (Mo-Yr)
Title of Program or Subjects Taken	Total Classroom Hours	Certificate Received <input type="checkbox"/> Yes <input type="checkbox"/> No	Date

EMPLOYMENT HISTORY: List your employment history starting with the most recent job, including part-time, temporary, and volunteer jobs. If more than one job was held with a given organization, list each job held as a separate period of employment. Under "Duties," describe clearly the tasks you performed and the nature of your supervisory, technical, or other responsibilities as they relate to the job for which you are applying. Be complete and specific in detailing of duties.

EMPLOYER/Kind of Business		Your Job Title	DATES OF EMPLOYMENT	
Address(Street, City, State, Zip Code)			From: Mo	Yr
Supervisor Name:	Title:	Phone:	To: Mo	Yr
Duties			Number of Employees Supervised:	
EMPLOYER/Kind of Business		Your Job Title	DATES OF EMPLOYMENT	
Address(Street, City, State, Zip Code)			From: Mo	Yr
Supervisor Name:	Title:	Phone:	To: Mo	Yr
Duties			Number of Employees Supervised:	

REFERENCES: List three persons who are not related to you and who have definite knowledge of your business or professional qualifications for the job for which you are applying. Do not repeat names of supervisors listed under work history. They may be contacted as well.

Name	Business/Occupation	Relationship
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Address (Street, City, State, Zip Code)		Phone
Name	Business/Occupation	Relationship
Address (Street, City, State, Zip Code)		Phone
Name	Business/Occupation	Relationship
Address (Street, City, State, Zip Code)		Phone

Short Essays

Describe why you want to intern/volunteer at the National Family Justice Center Alliance:

Describe your skills and experience that would benefit the National Family Justice Center Alliance:

Describe your knowledge and understanding of domestic violence:

Please include any additional information, views, or comments.

Pre-Interview Information

- | | | | |
|----|--|---|---|
| 1. | Have you used illegal drugs in the last three (3) years? | Y | N |
| 2. | Have you been arrested for any crime in the last 10 years? | Y | N |
| 3. | Have you been involved in any illegal activity that would disqualify you as a volunteer? | Y | N |

If you answered (Y) yes to any of the above please explain?

CERTIFICATION: I certify that I possess the experience, education and/or licenses required for the job for which I am applying. I also certify that all statements, information and documents provided with this application are true, complete and correct to the best of my knowledge and are made in good faith. I understand that omissions, misleading, false or untrue information, or any attempt at fraud or deceit in any manner connected with this application and subsequent testing may result in my NOT being considered for a position with the National Family Justice Center Alliance.

Signature

Date

ADMINISTRATION

First Position:

Second Choice:

Day(s) able to volunteer: Mon Tue Wed Thur Fri

Shift able to volunteer: 8:30 a.m. - 12:30 p.m. 12:30 p.m. - 4:30 p.m.

Academy track able to attend: I II

Assigned academy date: _____

FOR NFJCA USE ONLY

Application Received:

Application Entered:

Application Reviewed:

Accepted

Rejected

Conditional Accept

Reason for reject/conditional accept:



Internship Interview Questions

Date: _____

Prospective Intern Name: _____

Interviewed by: _____

1. Why did you decide to apply for this position?
2. What motivates you? Also, have you used these motivators with others?
3. What kind of work environment do you prefer?
4. What are the personal characteristics and qualities that you would bring to this position?
5. What appeals to you about this position?



REFERENCE CHECK FORM

Applicant Name:	
Position Applying for:	
Reference Name:	
Position/Title:	
Organization:	
Contact/Telephone:	
Relation to Applicant:	

- Please verify the information given by the above named applicant who is applying for a position with the FJC Alliance.
- Dates of employment: _____ to _____.
- Please describe the nature of the position held by applicant:
- Why did the applicant leave?
- Would you re-hire the applicant? [] yes [] no If no, why not?
- Overall, how would you rate his/her performance (average, above/below average)?
- What are his/her strong points?
- What are his/her weak points?
- Describe the work habits of the applicant:
- Did applicant get along with others? [] yes [] no

- Please comment on the applicant's:
 - Attendance/Punctuality:
 - Dependability:
 - Ability to take responsibility:
 - Ability to take initiative:
 - Potential for advancement:
 - Degree of supervision needed:
 - Overall attitude:
 - Quality of work:

- In your opinion, is the applicant honest and trustworthy?

- Is there anything else of significance that you believe we should know?

Reference checked by _____ **Date** _____



Family Justice Center Internship Memorandum of Understanding

Intern Information	
Name:	
Address:	
Phone:	
Email:	
College/University (if applicable):	
College/University contact:	

Internship Information	
Family Justice Center:	
Family Justice Center Address:	
Immediate Supervisor:	
Supervisor Phone:	
Supervisor Email:	

Internship Description	
Internship will begin on:	
Internship will end on:	
Intern title:	
Description of duties (may attach other documents):	

(Supervisor Signature)

Date: _____



NFJCA Internship Contract

I, _____, accept the internship which has been awarded to me by the National Family Justice Center Alliance (hereinafter referred to as the “NFJCA”) and understand the following:

- The NFJCA will not pay me for my internship; all the expenses connected with it will be borne by me or my sponsoring Government or institution;
- The NFJCA accepts no responsibility for costs arising from accidents and/or illness incurred during my internship; I understand it is my responsibility to ensure that I have adequate medical, personal health, dental and accident coverage, as well as protection of my personal possessions; I will provide the NFJCA with proof of my enrollment in a health insurance plan prior to the start date of my internship;
- I am personally responsible for obtaining necessary visas and arranging my travel to and from the location where the internship will be performed;
- The NFJCA accepts no responsibility for my personal safety after I leave the premises, especially in regards to travel in or out of the country.

I undertake the following obligations with respect to the NFJCA international internship program:

- To observe all applicable rules, regulations, instructions, procedures and directives of the organization;
- To keep confidential any and all unpublished information made known to me during the course of my internship that I know or ought to have known has not been made public, and except with the explicit authorization of the NFJCA, not to publish any reports or papers on the basis of information obtained during the program, both during and after the completion of my internship;
- To provide the NFJCA with a copy of all materials prepared during my internship;
- To notify the supervisor, in advance, of any absences and to provide immediate notice in case of illness or other circumstances which might prevent me from completing the internship.

Printed Name of Intern

Date

Intern’s Signature



NFJCA Liability Waiver

I, _____, hereby release the National Family Justice Center Alliance, its board members, officers, employees, instructors and agents (jointly hereinafter referred to as “Releasees”) from any and all present or future claims resulting from my participation in the internship program, including, but not limited to, accidents, acts of God, war, civil unrest, sickness, transformation, scheduling, government restrictions, or regulations and any and all expenses which I may incur while participating in the internship program.

This waiver is effective for the period that I will be participating in the internship. I understand that this agreement cannot be modified or interpreted except in writing by the National Family Justice Center Alliance and that no oral modifications or interpretation shall be valid. This agreement shall be effective and binding upon my heirs, next of kin, executors, administrators and assigns, in the event of death.

I further acknowledge that the reasons for my being requested to sign this Release have been fully explained to me and that I understand them.

I am signing this Release of my own free will and I have not been influenced or coerced by any representative or employee of the NFJCA.

Printed Name of Intern

Date

Intern's Signature



FAMILY JUSTICE CENTER CONFIDENTIALITY AGREEMENT

I, _____, understand that maintaining a client's
(name and position)
confidentiality is paramount to a client's safety.

I am required to keep clients' confidences and may not disclose (including to other project personnel) any information regarding a client without consent or otherwise permitted by law.

I will not discuss client matters in public spaces, including hallways or open offices and/or conference rooms at the FJC.

I will not publicly acknowledge a client without his/her express permission.

I will direct my questions regarding confidentiality to my immediate supervisor. If my supervisor is unavailable, I will direct my questions to the Director of the Family Justice Center.

I understand that a knowing and voluntary violation of the confidentiality policy can jeopardize my working relationship at the Family Justice Center.

Date

Signature of employee

Date

Signature of supervisor (if needed)



Dear _____,

Thank you for your interest in interning with the Family Justice Center Alliance. The support from interns is invaluable and we appreciate your most generous gift of time. With your help, the Alliance is able to achieve its vision of creating a network of national and international Family Justice Centers which provide direct services to victims of family violence.

This manual will provide you with information about the overview and importance of the Family Justice Center Alliance and movement, as well as guidelines, activities and assignments, and some of the benefits of interning.

Interns are an integral part of the Family Justice Center Alliance and we want to ensure your experience is rewarding and that you stay involved for a long time. The Alliance is dedicated to providing you with the necessary training and support to make sure this happens!

Do not hesitate to ask any of the team members if you have any questions or concerns. In addition, if there is something you would like to do or learn more about just ask! We are happy to help.

Thank you for joining the Alliance! You make a difference!

Sincerely,

A handwritten signature in cursive script that reads "Gael Strack".

Gael B. Strack, J.D.
Chief Executive Officer



"Local Services, Global Reach"

Overview of the National Family Justice Center Alliance

Our Vision

To create a network of national and international Family Justice Centers and other models of co-located, multi-agency service centers for victims of family violence and their children with close working relationships, shared training and technical assistance, collaborative learning processes, and coordinated funding assistance.

Overview of the Family Justice Center Alliance

The Family Justice Center Alliance (www.familyjusticecenter.org) was launched in 2006 in response to the increasing demand for technical assistance from existing and pending Centers across the world. The Family Justice Center Alliance serves as the official technical assistance provider for the United States Department of Justice for federally funded centers and also works with centers outside the federal initiative and abroad. There are currently 55 operational centers in the United States with three international Centers (Canada, Mexico, and the UK). In addition, there are over 50 Centers currently developing in the United States, Europe, Jordan, Bahrain, Africa, and Central America.

In addition to technical assistance, training and consulting, the Family Justice Center Alliance hosts an annual international conference, provides shared learning opportunities such as staff exchange programs, international internships, web-based education programs, and training in the area of family violence. The Alliance also operates the Family Justice Center Institute sponsored by the Verizon Foundation. The Institute is developing new victim service delivery models, innovative pilot projects in Family Justice Centers, identifying best practices in Centers, and promoting increased victim safety through the use of technology and innovative on-line training, technical assistance, and education.

Best Practices Model

In October, 2003, President George W. Bush announced the creation of the President's Family Justice Center Initiative. The \$20 million Initiative began a movement toward more "one stop shop," co-located, multi-disciplinary service centers. The President based his Initiative on the San Diego Family Justice Center model (www.familyjusticecenter.org) which opened in 2002 with staff from 25 public and private agencies co-located together in order to reduce the number of places victims of domestic violence, sexual assault and elder abuse must go to receive needed services. While including many partners, the basic partners in any Family Justice Center are police officers, prosecutors, and community-based advocates.

More recently, the Obama Administration has supported on-going funding for the Alliance to provide technical assistance to organizations and communities across the United States that are seeking to develop diverse models of co-located, multi-agency services irrespective of the partner agencies in a community that may be willing to co-locate. Community-based agencies and government-based agencies can often save money and increase effectiveness of service delivery to victims and their children by locating services under one roof instead of expecting victims to travel from agency to agency and place to place to get the needed services.




The Family Justice Center model has been identified as a best practice in the field of domestic violence intervention and prevention services by numerous local, state and national organizations including the U.S. Department of Justice. (See www.ovw.usdoj.gov/docs/family_justice_center_overview_12_07.pdf). The documented and published outcomes in the Family Justice Center model have included: reduced homicides; increased victim safety; increased autonomy and empowerment for victims; reduced fear and anxiety for victims and their children; reduced recantation and minimization by victims when wrapped in services and support; increased efficiency in collaborative services to victims among service providers; increased prosecution of offenders; and dramatically increased community support services to victims and their children. (See Casey Gwinn, Gael Strack, *Hope for Hurting Families: Creating Family Justice Centers Across America*, Volcano Press 2006; “The Family Justice Center Collaborative Model,” *27 St. Louis University Public Law Review*, 79, 2007, pp. 79-120).

Congress recognized the importance of the Family Justice Center movement by including Family Justice Centers as a “purpose area” in Title I of the Violence Against Women Act (VAWA 2005). Using a model of collaboration to provide “wraparound” services from one location, the Family Justice Center concept seeks to marshal all available resources in a community into a coordinated, centralized service delivery system with accountability to victims and survivors for the effectiveness of the model. As the movement is expanding, more and more emphasis is being placed on developing uniquely local multi-agency co-location models depending on the available governmental and non-governmental organizations in a particular community and the willingness of those agencies to co-locate their services in order to increase effectiveness and efficiency in meeting the needs of victims of family violence-related trauma. The model is also being applied to primary prevention approaches as well and includes a major focus on collaborative learning models where networks of Centers are created to cover a region with multi-disciplinary teams that can then share lessons learned, best practices, and promising approaches.

Our Training and Technical Assistance Team

The Family Justice Center Alliance was co-founded by Casey Gwinn, J.D. and Gael Strack, J.D. Casey and Gael work with an amazing team of national experts, consultants, and support staff. Together, the Alliance team provides training and technical assistance to open and pending Family Justice Centers across the nation and around the world.

Family Justice Center Alliance Staff

 <p>Casey Gwinn, J.D. President Chief Financial Officer Family Justice Center Alliance Email: Casey@nfjca.org</p>	 <p>Gael Strack, J.D. Chief Executive Officer Family Justice Center Alliance Email: Gael@nfjca.org</p>
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The FJCA Team is also supported by a national team of domestic violence, sexual assault, stalking, and human trafficking subject matter experts and consultants. The experts and consultants are used on an as-needed basis. The FJCA is supported by an operating Board which oversees the day to day activities of the Alliance.

**Family Justice Center Alliance
Board of Trustees**

Michael Scogin, Chair
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Capt. Robert Martin (LAPD ret.), Vice-Chair
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Casey Gwinn, J.D., President
National Family Justice Center Alliance



Gael Strack, J.D., Chief Executive Officer
National Family Justice Center Alliance



Ashley Walker, Secretary
Co-Founder, San Diego DV Council
Founder, YWCA Battered Women's Services



The FJCA is also supported by a nationally recognized Advisory Board which helps to process and evaluate major issues, trends, and focus areas for the Alliance and the Verizon Foundation-funded Family Justice Center Institute. The Institute focuses on developing on-line resources, best practice models, and technology initiatives that can increase safety and services for victims and their children.

**Family Justice Center Alliance - FJC Institute
National Advisory Board**



Sarah Buel, J.D.
Professor,
The University of Texas School of Law



Yvonne Carrasco
*Consultant to Foundations & the
Non-Profit Sector*



Sue Else
President,
National Network to End Domestic
Violence



Denise Gamache
Director,
Battered Women's Justice Project



Dean M. Hawley, MD
Professor,
Indiana University School of Medicine
Clarian Pathology Laboratory



Michael Mason
Chief Security Officer,
Verizon Communications



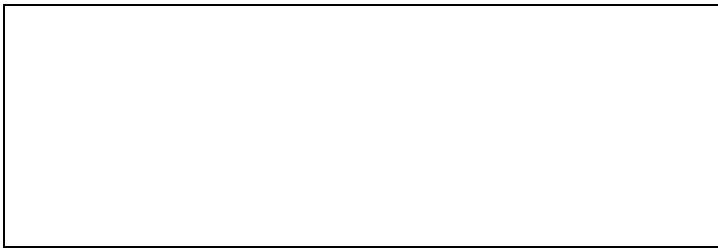
Nancy E. O'Malley
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Office of the District Attorney,
Alameda County



Kim Wells
Executive Director,
Corporate Alliance to End Partner
Violence



Oliver J. Williams, Ph.D.
Executive Director,
Institute on DV in the African American
Community,
Professor,
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General Information

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707 Broadway, Suite 905

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Phone

(888) 511-3522

Fax

(619) 236-0677

Frequently Used Usernames and Passwords:



All About Me

Name _____ Birth Date _____

Significant Other's Name _____

Favorite color _____

Favorite season _____

Favorite movie _____

Favorite holiday _____

Favorite food _____

Favorite animal _____

Favorite free time activity _____

Favorite dessert _____

Favorite book _____

Favorite travel destination _____

Favorite flower _____

Favorite actor/actress _____

Favorite song _____

Favorite beverage _____

Favorite sport _____

Favorite TV show _____

Favorite car _____

Coffee or Tea? _____

Chocolate or Vanilla? _____



Code of Conduct

Dress

Appropriate business casual clothing is the dress code. Jeans are permitted to wear on Fridays. Business attire is required on certain occasions, such as special events and formal meetings.

Reliability

We ask that any volunteer/intern who is unable to meet an FJC Alliance commitment due to illness, family emergency, or any other reason, contact the FJC Alliance as soon as possible.



Internship Activity/Site Visit Check Off List

Check off when completed	Activity/Site Visit	Contact Information	Description
<input type="checkbox"/>	City of San Diego City Council Meetings	(619) 533-4001	<p>The City Council meets on Mondays at 2:00 p.m. and on Tuesdays at 10:00 a.m. The meetings are held on the 12th floor of the City Administration Building, 202 "C" Street in downtown San Diego. Meetings are also held in the community at various times. You may listen in on the Council sessions or Council standing committee meetings by calling (619) 533-4001 , the City Clerk's "Dial a Council" phone line. If you are a resident of Rancho Bernardo or Rancho Penasquitos, you may call (858) 484-7711 and ask the Citizen's Assistance operator to connect you to Dial-A-Council.</p> <p>How can I find out what the City Council will be discussing?</p> <p>You may access the Council Docket on-line for upcoming City Council meetings. This information is posted on Wednesday prior to the Monday and Tuesday meetings. Additional "supplemental" items for the Monday meeting are posted on the morning of the meeting, but are available on line by 2:00 p.m. on the preceding Friday. (You can call the Clerk's "supplemental hotline" at (619) 533-4027 anytime from Thursday afternoon through Monday morning for an updated list of supplemental items to be heard by Council.) Free copies of the docket are also available from the City Clerk's Office.</p> <p>Additionally, copies of the docket are distributed to all branch libraries in the City of San Diego for public review or you may subscribe to the Council Docket through the City Clerk's Office. Yearly subscriptions are available for the regular docket and "Digest Edition." Call the City Clerk's office at (619) 533-4000 or (619) 533-4029 for subscription rates.</p> <p>You may also watch our televised docket summary, which airs on CityTV from Friday evening through the weekend preceding the Council meeting.</p> <p>Additionally, the City of San Diego offers live webcasts and archived videos of city Council meetings.</p> <p>You may access the Council Meetings Calendar by logging on to: http://www.sandiego.gov/city-clerk/pdf/legiscal.pdf</p>
<input type="checkbox"/>	City of San Diego Courts	220 W Broadway (858) 694-3900 1409 Fourth Avenue (619) 236-	Superior Court Family Court & Domestic Violence Court

		2681	
<input type="checkbox"/>	DV Council Meetings	(619) 533-6041 4305 University Ave, Suite 630 San Diego, CA 92105 Meetings take place the 3 rd Wednesday of each month.	The San Diego Domestic Violence Council was established in 1989 by a county-wide network of battered women's programs, criminal justice agencies, and other organizations and individuals who shared the common goal of ending violence against the people and animals in the City and County of San Diego. The Council's stated purpose is to have a community of healthy, violence-free relationships and families in San Diego County by: *Developing, promoting and enhancing creative prevention and effective intervention initiatives which will reduce the amount of violence in intimate relationships. *Bringing people together - in coalitions and committees - to build healthy families in San Diego. The Council is made up of over 300 member organizations. We have an Executive Committee consisting of a President, Past President, President Elect, Treasurer and two Members-at-Large. The Executive Committee is guided by the Council's Board of Directors, whose members include committee chairs and advisory representatives.
<input type="checkbox"/>	East County FJC	Debbie Comstock (619) 871-6947 Please call to schedule a tour	East County Family Justice Center Steering Committee Meeting
<input type="checkbox"/>	Hope Team	Sylvia Guzman 619. 533.6000	*Hope Team meeting to discuss Elder abuse cases. Meetings are held every other Wednesday of the month. *Elder Abuse home visits with Sylvia Guzman & Nurse Tom Collins
<input type="checkbox"/>	Polinsky Children's Center	858-514-4600 9400 Ruffin Court, San Diego, California 92123 Please call to schedule a tour	Meeting the need for children suspected or found to be at risk for child abuse, Polinsky Children's Center provides a safe and secure environment while problems are resolved. The A.B. and Jessie Polinsky Children's Center is a 24-hour facility for the temporary emergency shelter of children who must be separated from their families for their own safety, or when parents can not provide care. Each month more than 300 children ages birth to 18 years old are admitted to the Polinsky Children's Center. The A.B. and Jessie Polinsky Children's Center is located Built on County donated land and augmented with funds raised from private donations under the auspices of the Child Abuse Prevention Foundation, the new facility has the licensed capacity to serve 204 children. It includes six residential cottages, a nursery, an on-site school library, infirmary and gymnasium.
<input type="checkbox"/>	San Diego Family Justice Center	Katie Zumwalt (619) 533-6010	Shadow a Family Justice Center client through the intake process
<input type="checkbox"/>	San Diego Police Department Crime Laboratory	(619) 531-2577 Tours are held the last Friday of each	The San Diego Police Department has a full service crime laboratory which analyzes physical evidence collected at crime scenes. Laboratory staff trained in photography, latent print development, evidence collection,

		<p>month. Please call to get your name on tour list.</p>	<p>and crime scene reconstruction participate in major scene investigations.</p> <p>The analysis of physical evidence is usually undertaken for the purpose of identification or comparison of substances. Almost any object may become valuable evidence whether it be clothing, a vehicle, a tool, a leaf, etc.</p> <p>The technical units within the Forensic Science Laboratory of the San Diego Police Department reflect the common types of physical evidence we encounter which have the potential for linking a suspect to a crime, victim, or a scene.</p> <p>The San Diego Police Forensic Science Section is comprised of the following units:</p> <p>Field Services, Firearms, Forensic Alcohol and Narcotics, Forensic Biology (DNA), Latent Prints, Polygraph Questioned Documents, Trace Evidence</p> <p>The San Diego Police Department Forensic Science Section is accredited by the American Society of Crime Lab Directors' Laboratory Accreditation Board.</p>
<input type="checkbox"/>	<p>San Diego PD Police Ride Alongs</p>	<p>Please call 619.744.9500</p>	<p>Fill out ride along form in the police department's website: http://www.sandiego.gov/police/forms/ridealong.shtml</p> <p>Please note that you should submit your request form at least one week before the desired ride along date. An officer will contact you to confirm your ride along.</p>



Intern Supervisor Interim Evaluation

Name: _____

Date: _____

<i>Please rate the following questions on a scale of 1 to 5; 5 being the highest score and 1 the lowest</i>	1	2	3	4	5
I anticipate the intern to give a _____ regarding his/her satisfaction with the program					
I give the intern challenging work					
I assign a steady work load					
The intern feels comfortable within the office setting					
S/he is learning a lot about the Family Justice Center and the fields related to domestic violence					
The respective trainings I have provided are interesting and relevant to his/her growth as an intern					

	Yes	No	Undecided
I have had a discussion with the intern about his/her performance			
I would recommend the intern for hiring. (This does not obligate you to hire, this is only a general question).			
I have planned visits to community organizations for the intern			
If so, do you think the site visits to community organizations are beneficial to your internship program?			

Suggestions for improvement:

Comments:

Signature: _____



Intern Interim Evaluation

Name: _____

Date: _____

Please rate the following questions on a scale of 1 to 5; 5 being the highest score and 1 the lowest	1	2	3	4	5
I anticipate my supervisor to give me a _____ regarding his/her satisfaction with my work and attitude					
I am given challenging work					
I am assigned a steady work load					
I feel comfortable in my work environment					
I am learning a lot about the Family Justice Center and the fields related to domestic violence					
The respective trainings I have received are interesting and relevant to my growth as an intern					

	Yes	No	Undecided
Would you recommend this internship to one of your peers?			
Have you had a discussion with your employer about your performance?			
Have you visited community organizations?			
If so, do you think the site visits to community organizations are beneficial to your internship?			

What has been the most interesting part of your internship? Why?

What assignment has been your favorite? Why?

Please list any recommendations you feel may improve the internship program:



Final Evaluation of Intern Performance by Supervisor

Name of Intern: _____

Date: _____

Name of Supervisor: _____

Please provide your candid evaluation of this student's performance or skill level in each of the following areas. This evaluation is not confidential and we encourage you to share it with the student. The student may also wish to use this evaluation form as a reference for future employment.

A. Skill Assessment

On a scale of 1 to 5, please evaluate the intern's performance in each of the following areas.

1= Lacks this skill	2= Limited/ minimal skill	3= Adequate/ average	4= Above average skill level	5= Exceptional skill level	N/A= Not Applicable
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1. Communication Skills

- _____ a. Demonstrates oral communication skills required for the job
- _____ b. Writes clearly and concisely
- _____ c. Is willing to speak up, communicate information, and ask questions
- _____ d. Listens to feedback and works to improve

2. Problem-Solving/Decision-Making Skills

- _____ a. Analyzes situations and takes appropriate action
- _____ b. Offers creative solutions to problems
- _____ c. Collects and analyzes information relevant to completing a task and establishes a course of action within the given timeframe
- _____ d. Resolves problems in an appropriate timeframe

3. Teamwork

- _____ a. Establishes rapport and credibility among team members
- _____ b. Shares information and resources with others
- _____ c. Assists and cooperates with co-workers
- _____ d. Demonstrates willingness to put forth extra time and effort
- _____ e. Assumes appropriate leadership role(s)

4. Self-Management

- a. Produces high-quality, accurate work
- b. Seeks new strategies when current approach is not effective
- c. Displays good judgment and establishes priorities
- d. Uses time efficiently
- e. Demonstrates ethical behavior
- f. Arrives on time and maintains agreed hours

5. Initiative

- a. Seeks opportunities to learn
- b. Takes initiative to get a job done, even if not specifically told to do so
- c. Acts decisively on critical issues
- d. Overcomes obstacles and problems
- e. Sets and communicates goals; follows-up with results

6. Technical Skills

- a. Possesses the technical skills required for this position
- b. Is willing to learn new skills and enhance existing technical skills
- c. Uses appropriate technology for tasks
- d. Uses technology to perform effectively

B. Comments

1. Please discuss whether this student successfully completed the learning objectives you discussed and whether your expectations were met or exceeded.

2. What would you recommend for this student to do following his/her internship to make him/her better prepared for the workplace (i.e., courses, activities, skills acquisition, programs)? Please be as specific as possible.

3. How would you rate the level of involvement you had with the college/university with this internship experience?

very involved somewhat involved not at all involved

4. In terms of preparation for the internship, the student's prior academic coursework was:

very useful of some use not very useful

5. Please indicate areas or topics to be discussed that would make the student more academically prepared for this internship experience

6. Please assess the job responsibilities you assigned to your intern:
 difficult to achieve challenging, but attainable not challenging

C. Overall Evaluation

1. Given your expectations for this internship, this student's overall performance (in comparison with all other students performing similar duties) was in:
 top 5% top 25% top 50% lower 50% of all students

2. How would you assess the overall value this intern provided for your operation?
 very valuable somewhat valuable very limited value/no value

3. How would you assess the intern's overall performance?
 outstanding above average satisfactory below average unsatisfactory



Final Internship Assessment by Intern

Name of Intern: _____

Date: _____

Name of Supervisor: _____

Please complete this evaluation upon completion of your internship program. This form is designed to help you reflect upon your internship experiences, and also to provide feedback to the Alliance. Feel free to use the back of this sheet or additional pages for any additional comments. The Alliance may use the comments provided as a testimonial for the Family Justice Center and its future internship programs.

A. Assess Your Skills

To what degree did your skills improve as a result of this internship experience?

	Written Communication
	Oral Communication
	Problem Solving
	Decision Making
	Interpersonal/Teamwork
	Management
	Initiative
	Leadership
	Word-processing and/or data-entry
	Spreadsheet and/or database
	Internet/E-mail
	General Knowledge of Business
	Specific Job/Industry Knowledge
	Other Office Skills (filing, photocopying, etc.)
Other:	

B. Evaluate Your Performance

On a scale of 1 to 5, please evaluate your performance in each of the following areas.

1= Lacks this skill	2= Limited/ minimal skill	3= Adequate/ average	4= Above average skill level	5= Exceptional skill level	N/A= Not Applicable
------------------------------------	--	-------------------------------------	---	---	------------------------------------

1. Communication Skills

- a. Demonstrate oral communication skills required for the job
- b. Write clearly and concisely
- c. Willing to speak up, communicate information, and ask questions
- d. Listen to feedback and work to improve

2. Problem-Solving/Decision-Making Skills

- a. Analyze situations and take appropriate action
- b. Offer creative solutions to problems
- c. Collect and analyze information relevant to completing a task and establish a course of action within the given timeframe
- d. Resolve problems in an appropriate timeframe

3. Teamwork

- a. Establish rapport and credibility among team members
- b. Share information and resources with others
- c. Assist and cooperate with co-workers
- d. Demonstrate willingness to put forth extra time and effort
- e. Assume appropriate leadership role(s)

4. Self-Management

- a. Produce high-quality, accurate work
- b. Seek new strategies when current approach is not effective
- c. Display good judgment and establish priorities
- d. Use time efficiently
- e. Demonstrate ethical behavior
- f. Arrive on time and maintain agreed hours

5. Initiative

- a. Seek opportunities to learn
- b. Take initiative to get a job done, even if not specifically told to do so
- c. Act decisively on critical issues
- d. Overcome obstacles and problems
- e. Set and communicate goals; follow-up with results.

6. Technical Skills

- ___ a. Possess the technical skills required for this position
- ___ b. Willing to learn new skills and enhance existing technical skills
- ___ c. Use appropriate technology for tasks
- ___ d. Use technology to perform effectively

C. Comments

1. In terms of preparation for your learning experience, your prior academic coursework was:

very useful of some use not very useful

2. In terms of preparation for your learning experience, your prior work experience was:

very useful of some use not very useful

3. The job orientation provided to you by your employer was:

very thorough sufficient inadequate

4. How did your learning objectives contribute to the educational benefits of your overall learning experience?

large contribution some contribution little or no contribution

5. Please assess the job responsibilities your employer assigned to you:

difficult to achieve challenging, but attainable not challenging

6. How would you assess the overall educational value of your internship experience?

very valuable generally worthwhile of some value very limited value/no value

7. How would you assess your overall performance?

outstanding above average satisfactory below average unsatisfactory

What suggestions do you have to improve the quality of this internship (please include any specific recommendations you have that might be useful to your employer supervisor or your faculty coordinator.)

What has been the effect of this internship on your career goals?