

NORTH CAROLINA DEPARTMENT OF ADULT CORRECTION



COMMUNITY SUPERVISION

INTERNSHIP PROGRAM

Intern Guidebook



Department of Adult Correction Mission Statement

Safeguard and preserve the lives and property of the people of North Carolina through prevention, protection and preparation with integrity and honor.

Department of Adult Correction Vision Statement

To provide the finest safety and security services for all North Carolinians.

Community Supervision Mission Statement

Our mission is to protect the safety of citizens in our communities throughout the state by providing viable alternatives and meaningful supervision to offenders placed in our custody.

Community Supervision Goal Statement

Our primary goal is to accomplish our mission by reaching an equal balance of control and treatment for offenders that will positively affect their behavior and lifestyle patterns.

Community Supervision Internship Goals and Objectives

The program is designed to provide real life work experiences for you that are aligned with your career goals, as well as support you by providing the appropriate hours and projects in order to receive college credit.

The program will facilitate the achievement of organizational goals and enhance Community Supervision's ability to deliver the highest quality of services possible to the citizens of North Carolina.

- To provide you with a substantive challenging work experience that will expand your understanding of the Department of Adult Correction, Community Supervision goals and objectives;
- To provide you with a realistic perspective of the complex nature of the role and responsibilities of Probation/Parole Officers;
- To provide you with insight into the day-to-day activities of a Probation/Parole Officer;
- To enable you to assess your skills and abilities against tasks of real-work situations;
- To provide you a greater appreciation of knowledge gained in the classroom and a realization of the importance of that knowledge as it applies to the administration of criminal justice;
- To provide you with a sense of career orientation by creating a heightened sense of desire for your chosen field.

Intern Selection Process

As an intern, you must meet the following basic requirements. Intern applicants who do not meet the identified minimum criteria will not be considered for an internship with Community Supervision.

To be eligible to participate in an internship program you must be a current junior or senior level student at an accredited college/university or have completed the minimum number of credits (as outlined by the academic institution) and your grade point average (GPA) must be 2.5 or greater; your major must be in Criminal Justice, Correctional Services, Social Work, Psychology or a related human services major, or you must be a graduate student pursuing a degree in Criminal Justice, Correctional Services, Social Work, Psychology or a related human services major and be in good academic standing with your university.

You must meet or exceed the minimum internship requirements of your academic institution. In the absence of any academic minimum requirements, the intern applicant's selection will be determined by the appropriate Judicial District Manager.

You must agree to records and background checks.

You must not have been convicted of, or have a pending felony of any type.

You must be willing to participate in the interview process. Community Supervision staff will interview interns, using questions from an item bank provided by the Internship Program Administrator.

Additionally, you may be removed from the process if in the opinion of Community Supervision staff you possess any traits, qualities, or other characteristics which are inconsistent with the goals and purpose of the Internship Program and the overall mission of the Department of Adult Correction, Community Supervision.

Equal Employment Opportunity (EEO) Statement

Community Supervision will provide equal employment opportunity to all applicants for the internship program without regard to race, religion, color, national origin, ethnicity, sex, pregnancy, gender identity or expression, sexual orientation, age (40 or older), political affiliation, National Guard or veteran status, genetic information, or disability. All selection decisions shall be based solely on job-related criteria and comply with all federal and state employment laws, regulations and policies and will be consistently applied to promote fairness, diversity and integrity. Persons needing ADA accommodation should contact the Internship Program Administrator.

Statement of Commitment

The Department of Adult Correction, Community Supervision supports the employment guidelines, policies and procedures issued by the Office of State Human Resources. It is the commitment of the Department to recruit qualified applicants and to promote the recruitment of minorities, women, individuals with disabilities, and others who are under-represented demographically through the use of sound human resources practices and principles.

What Are Your Expectations

- To be placed within a Judicial District that will provide opportunities for your professional growth;
- To obtain marketable work experience and make business contacts;
- To gain a realistic perspective of the working world;
- To be heard, to feel free to make suggestions, and to be respected for providing honest, well-founded opinions;
- To work on a variety of assignments which are challenging and will increase your knowledge;
- To receive work performance feedback and professional development from your District Internship Coordinator.

Community Supervision's Expectations of You

- Sign the Liability Waiver Form, the Statement of Understanding Form, the Statement of Understanding, Ride Along Program Agreement Assuming Risk of Injury or Damage Waiver and Release of Claims and Indemnity Agreement (DCC-158), Ride-Along Program Confidentiality Agreement (DCC-159) and PREA Form;
- Report any relationships with offenders that currently exist or existed prior to the commencement of the Internship Program with Community Supervision to include incarceration or probation of an immediate family member, relative, former spouse;
- To become familiar with the Community Supervision and DAC (Department of Adult Correction) Mission, Vision and Goal statements;
- To become familiar with Community Supervision basic policies and procedures, in particular, Department of Adult Correction Unlawful Workplace Harassment and Professional Conduct, Community Supervision Personal Dealings with Offenders and PREA. The Judicial District Manager (JDM) and/or a designated Chief Probation/Parole Officer (CPPO) will review relevant policies and procedures with you and will show you where to find the Policy and Procedures manuals on the intranet;
- To adhere to a set schedule. If you are unable to report on a scheduled day, your District Internship Coordinator must be notified. If the District Internship Coordinator is unavailable, then the Assistant Judicial District Manager or Chief Probation/Parole Officer must be notified. At the beginning of the internship period you will be provided a schedule of your rotation with various Probation/Parole Officers in the district. You will be required to report to the Chief Probation/Parole Officer to whom you have been assigned at the beginning and end of each day. The Chief Probation/Parole Officer will then initial the Attendance Record recording the number of hours you completed for that day.
- To become familiar with the computer applications necessary to successfully supervise offenders such as OPUS (Offender Population Unified System);
- To disclose any existing and new criminal charges received during the internship to your District Internship Coordinator, Judicial District Manager and the Internship Administrator;
- Adhere to Community Supervision professional ethics governing the handling of confidential information and the observation of confidential information. With the exception of matters of public record, all offender case information is confidential. [Statutory Authority: G.S. 15-207]
Public records include an offender's:

(1) Name, age, race, gender;

- (2) Offense for which convicted;
 - (3) Court where sentenced;
 - (4) Length of sentence;
 - (5) Date of sentencing;
 - (6) All court records not marked “Confidential”;
 - (7) Conditions of supervision;
 - (8) Hearing dates/locations;
 - (9) Violations filed with the court;
 - (10) Served orders for arrest;
 - (11) Sex offender registry status;
 - (12) Termination/expiration/discharge date;
 - (13) Interstate Compact status.
- To abide by Community Supervision appearance standards;
You shall maintain a neat, well-groomed, professional appearance while on-duty; attention to personal hygiene is required. As a public service, public safety agency, it is expected that a professional image be displayed and maintained with offenders, collateral agencies, the courts, and the general public at all times. Visible tattoos which may bring discredit to the agency or could be viewed as malicious, obscene, threatening or intimidating are not permitted. You shall abide by any court regulations concerning tattoos while present in a courtroom. Visible signs or symbols of apparent membership to a security risk group as evidenced by tattoos or other signs or symbols of membership are prohibited.

Community Supervision also expects you to:

- Adhere to the Community Supervision and DAC social media policies which states that information concerning offenders, employees and logos are proprietary information and are not to be posted on any social network site. This includes all means of communicating or posting information or content of any sort on the Internet, including a personal web log or blog, journal or diary, web site, social networking or affinity web site, web bulletin board or a chat room as well as any other form of electronic communication. Examples of social media sites include but are not limited to Facebook, Twitter, MySpace, Pinterest, YouTube, Tumblr, LinkedIn, Wikipedia, Periscope, Snapchat, Instagram and Flickr. Additionally,

you may not post photos or make comments which may bring discredit to the profession or agency.

- Adhere to specified work schedule, agency/division policies, procedures, and rules governing professional behavior;
- Approach established projects and policies and procedures with an open mind, and an honest desire for improvement;
- Assume personal and professional responsibility for your actions and activities;
- Maintain professional relationships with Community Supervision employees and offenders;
- Work on applying knowledge acquired in the classroom to real-world business situations;
- Develop a self-awareness of attitudes, values, behavioral patterns that influence the work environment;
- Prepare for and utilize learning opportunities such as training, meetings, or conferences offered by Community Supervision;
- Complete work assignments in a thorough, accurate and punctual manner;
- Provide your college/university faculty internship coordinator with periodic feedback and progress reports.

Intern Activity Report

You shall complete an Intern Activity Report when you complete a task you have been exposed to. It is your responsibility to cooperate with your District Internship Coordinator and Chief Probation/Parole Officer to ensure accurate completion and submission of your Activity Report. This report is used to document your activities for the Internship Program.

Intern Attendance Record

Daily, the District Internship Coordinator's designee will initial your hours worked on the Intern Attendance Record. This form will be submitted to and signed by the District Internship Coordinator on a monthly basis for retention in your file.

Program Administration

The Community Supervision Internship Program Administrator has overall responsibility for coordination of the Program for Community Supervision to include development and revision of Internship Program materials. The Community Supervision Internship Program Administrator will monitor and evaluate the internship program to ensure activities are beneficial to all parties.

The Internship Program Administrator directs and/or performs the following tasks:

- Communicate and collaborate with university/college officials that have Criminal Justice or related human services degree programs to discuss and promote the Community Supervision Internship Program;
- Communicate with appropriate Community Supervision Judicial Divisions to coordinate placement of interns from local colleges with the appropriate district and review internship requests submitted by Community Supervision field staff;
- Direct intern recruitment and facilitate placement efforts;
- Develop and foster continuing staff commitment to the Internship Program through training, recognition and appreciation of interns and their work;
- Draft proposals for updating the operating procedures and guidelines for the Internship Program;
- Conduct periodic evaluations of the Internship Program by meeting with interns and their supervisors;
- Serve as Community Supervision liaison in all matters involving the Internship Program;
- Provide aggregate data from the program evaluations to senior management.

What are Your Basic Responsibilities

Your Judicial District Manager or designee will be your District Internship Coordinator for the duration of the program and any questions you have should be addressed to him/her. The Judicial District Manager will assign you to a Chief Probation/Parole Officer each week on a rotation schedule until you complete the hours required for your internship program as set forth by your college/university. The Chief Probation/Parole Officer will assign you to experienced Probation/Parole Officers who are well versed in Community Supervision Policy and Procedures. The list below contains general duties and is not meant to be inclusive:

- A. Accompany and assist the Probation/Parole Officer (PPO) with office contacts.
- B. Assist the Probation/Parole Officer with the preparation of violation reports, Orders for Arrest, and modification orders.
- C. Assist the Judicial Services Coordinator with the court intake process.
- D. Accompany the Probation/Parole Officer to probation violation hearings in both district and superior court and become familiar with proceedings.

E. Accompany the Probation/Parole Officer on routine field visits, curfew checks and employment verifications during the day or evening.

F. Assist the Probation/Parole Officer with the preparation of cases for reviews and/or staffings.

G. Assist the Probation/Parole Officer with the daily management of administrative duties/correspondence to include the paperwork and handling of urine specimens.

H. Assist the Chief Probation/Parole Officer with any special assignments.

I. Work with Administrative Specialists, Administrative Associates, Judicial Services Coordinators and other district staff to learn their jobs and functions.

K. Observe employees performing job duties utilizing computer software/applications that require a password (e.g. NCAWARE, ICOTS, CJLEADS).

Orientation

You will receive and attend orientation at the designated district location coordinated by your District Internship Coordinator. Orientation shall occur on your first day of work as a Community Supervision intern.

Orientation shall include:

- A walking tour of the facility;
- An introduction to the personnel with whom you will be working;
- An explanation and review of the work you will be performing;
- Review of appropriate Department of Adult Correction and Community Supervision Policies and Procedures, Review of this Internship Guidebook;
- An explanation of emergency actions and safety information;
- Safety Committee and Safety Officer for your location;
- Location of the following:
 - Material Safety and Data Sheet Location (MSDS)
 - First Aid Kit
 - Fire extinguishers
 - Emergency exits
- Evacuation plan and routes out of the building;
- Emergency phone numbers other than 911;
- Use of personal protective equipment;
- Overview of PREA.

Rules of Conduct

You shall comply with the rules of conduct as stated here and with all other orders and directives, either verbal or written, which may be issued by Community Supervision

staff. The violation of any rule of conduct, procedure or lawful order, whether written or verbal, may result in dismissal from the Internship Program.

You are not permitted to participate in or perform training activities or duties of a sworn officer, such as CRDT or Firing Range under any circumstances.

Unbecoming Conduct

You shall conduct yourself at all times in a manner which reflects most favorably on Community Supervision and the Internship Program. The phrase “reflects most favorably” pertains to the perceptions of both citizens and coworkers. Conduct unbecoming an intern shall include that which tends to bring Community Supervision and/or DAC into disrepute, or reflects unfavorably or discredits the intern as a representative of Community Supervision, or that which tends to impair the operation or efficiency of the Probation/Parole Officer or intern.

You shall adhere to high standards of honesty, integrity, impartiality, and conduct to assure the proper performance of Probation/Parole business and maintain the confidence of the citizens of North Carolina.

As an intern, you are not a sworn Probation/Parole Officer and shall not attempt to portray yourself as a Probation/Parole Officer or take enforcement action of any kind while serving as a Community Supervision intern.

You shall not attempt to use your position with Community Supervision to get out of repercussions for any form of traffic violation or illegal activity of any nature, nor shall you use your position as an intern at Community Supervision to communicate or convey threats to offenders, the public or coworkers.

You are not to express opinions or make comments on Community Supervision activities that could be interpreted as being an official statement.

You shall not release any story or statement to any magazine, newspaper, radio or television station, or any other form of media. Additionally, you will not publish or cause to be published any statement about the operations of Community Supervision without written authorization the Director of Community Supervision.

You are not to wear or display any uniform or badge item that could lead the public to assume you are acting in an official capacity on behalf of Community Supervision. You shall not be issued any official Community Supervision insignia, badge or any other item that might possibly lead the public to believe you are a certified Probation/Parole Officer. Any misuse by you of any Community Supervision insignia shall lead to dismissal from the Internship Program and/or criminal prosecution.

At all times you shall be courteous, patient, respectful, and impartial when dealing with offenders, the public and employees.

You shall neither engage in disruptive behavior nor use obscene, abusive, or insulting language while serving as a Community Supervision intern.

You shall not speak derogatorily of any person or group because of race, color, ethnicity, sex, creed, religion, family background, nationality or sexual orientation.

You shall not disclose confidential information.

You shall be dressed in the appropriate attire for your assigned duty area.

You shall obey all safety regulations.

You are permitted to accompany a Community Supervision employee in a state-owned vehicle provided your presence is directly related to your assigned duties as a Community Supervision intern.

You shall not use alcohol, or unlawfully use or possess controlled substances while engaged in work for Community Supervision. You shall not report to work while under the influence of alcohol or other self-administered intoxicants or drugs of any kind, including prescribed medication with side-effects that would disable you from performing the job duties appropriately (e.g. dizziness, blurred vision, drowsiness, etc.).

You shall not have on your person any firearm(s), other weapon(s), or explosives while in any Community Supervision facility, or while riding in any vehicle owned by the state except when authorized by law.

You will not cause or contribute to the damage, abuse, alteration or loss of any state equipment. Any such loss or damage will be reported immediately to a Community Supervision supervisor. You may be responsible for the cost of replacing or repairing any state-owned equipment lost or damaged due to negligence caused by you.

Corrective Actions

Violations of the Rules of Conduct by you shall result in appropriate corrective action, which may include counseling or removal from the Community Supervision Internship Program.

The District Internship Coordinator or designee shall immediately take the appropriate corrective action when your presence or behavior:

- Appears to be harmful to you, other interns, volunteers, employees, offenders or to the public,
- Makes it impossible for Community Supervision to execute its functions, or,
- Constitutes negligence in regard to Community Supervision duties to the public or to its employees.

Your District Internship Coordinator shall be responsible for administering all corrective actions as it relates to your conduct. The supervisor administering any corrective action

shall prepare the appropriate documentation, in memorandum form, with all pertinent facts of any violations of the Rules of Conduct, and any corrective actions taken. The original copy of the memorandum shall be forwarded via chain-of-command to the Internship Program Administrator, where it shall be filed in your Intern file.

Injuries / Workman's Compensation / Liability Insurance

The safety of interns is of paramount concern to the Department. All efforts will be made to ensure a safe work environment and provide safety training appropriate for the position.

According to N.C.G.S. 97-2 Section II (A), "volunteers" are **not** covered under the NC Worker's Compensation Law. Unpaid interns receiving college credit are considered "volunteers" and as such, you are not covered under the North Carolina Workers' Compensation Act. If you are receiving payment from another state, local or private agency or institution, it shall provide Community Supervision with documentation of the internship liability policy from that agency or institution. In the event that the academic agency or institution does not carry an internship liability policy, then the Internship Program Administrator shall request the appropriate waiver of liability forms from the agency or institution.

If you are injured while performing in an official capacity for Community Supervision, report the incident to your District Internship Coordinator promptly. The supervisor shall make a report of the incident by memorandum to the Internship Program Administrator. The Internship Program Administrator will then forward the memorandum to the appropriate parties.

No other benefits are afforded to you as an intern.

Premature Separation Procedures

If you prematurely terminate your participation in the program, you are encouraged to provide your District Internship Coordinator with reasonable notice of your decision and must provide any work product, finished or unfinished to your supervisor. All notices of separation shall be immediately forwarded through chain-of-command to the Internship Program Administrator and your school.

At the end of your participation in the Internship Program, your supervisor is responsible for collecting any Community Supervision materials you may have in your possession.

Program Evaluation

When you leave Community Supervision Internship Program, you will be encouraged to complete a Student Intern Evaluation so we can obtain your ideas and opinions regarding the strengths, opportunities for improvement, and potential of the program. The program evaluation can be anonymous. Submit your completed program evaluation to the Internship Program Administrator for program review purposes. Your evaluation will be compiled with other interns' evaluations for submission to senior management.

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