

My Internship site was the Tubman Family Alliance Hill Home site. Tubman Family Alliance runs shelters for victims of domestic violence. I completed four hours of training before I was able to work at Hill Home. Hill Home is a women's shelter, serving the needs of women and their children who are in need of a safe place to live. Generally, the women in the shelter are fleeing an abusive partner or family member. The shelter is a converted motel.

My position was officially Intern/Woman's Advocate. My function at Hill Home changed from night to night, but generally I was a "staff" person, meeting the needs of women in crisis and/or their children. Advocating for women includes meeting their immediate needs, such as providing them with toiletries, household items, and food. Individual meetings with women can be to help them with parenting skills, assisting them in filling out paperwork, looking for transitional housing or jobs.

Before beginning an internship at Hill Home, or any other shelter, interns should have a good understanding about women in these populations and social work techniques. I think it would be necessary to have training in ethics and diversity as well. Women from all walks of life can and do become victims of domestic violence.

The strongest point of working at this women's shelter is the rewarding feeling of helping someone who is in crisis. It is also rewarding to be a role model and to build relationships with the women. In addition, the staff and volunteers I worked with were all amazingly kind, knowledgeable professional people with great compassion and understanding. This was my most significant learning experience, working with the professionals at Hill Home. I was able to observe their techniques, but also their compassion and patience with the residents of Hill Home. I would highly recommend this internship to other interns. Hill Home was not only a great life learning experience, but it was also a lot of fun. Relationship building with staff and the residents is greatly rewarding and taught me a tremendous amount about human life inside a domestic violence shelter. Because I enjoyed my experience so much, I am going to continue to volunteer at Hill Home and I might apply for a part time job as a relief advocate for the shelter.

## **Chrysalis a Center for Women**

### **Minneapolis, MN.**

**Resource Counselor-** the Chrysalis Resource Counseling Program provides free telephone and walk-in resource counseling for women. Calls vary from information and referral to crisis counseling. Resource Counselors assist women in identifying and processing issues, problem solving, pinpointing, and utilizing appropriate referrals. Women are encouraged to use their own resources as well as those of community agencies. The Chrysalis Resource center maintains current information on resources for women across the Twin Cities area. Resources include support groups, therapists, attorneys, divorce information sessions, legal assistance for women clinics, childcare, housing, lesbian issues, domestic violence programs and medical and vocational referrals.

**Support Group Facilitator-** at Chrysalis we believe that each woman possesses sufficient strength to face the realities of her existence and to grow with them. The goals are to support women experiencing change, help women discover their own strengths and to assist women in accepting responsibility for their own lives. Members of a class or support group should be psychologically healthy with the goal of learning new coping patterns. My role as a co-facilitator is to be supportive rather than interpretive and encourage group members to assume responsibility for their own group process.

There are many skills a person must have before entering this internship. They must be able to communicate effectively and openly. They should also have awareness for diversity and sensitivity for those in need. Someone with compassion is necessary but they must also be able to process through others crises. They should also have good listening skills and be able to trouble shoot a situation quick and on the spot.

The strengths of this internship include the fact that Chrysalis is such a wonderful organization to be a part of. Their philosophy and dedication to women has served as an inspiration to me. I really had a chance to interact with the clients and Chrysalis gave me the independence and the support. The training that was provided to me was challenging and a valuable experience and that provided me with information that was unknown to me previously.

The most significant learning experience of my internship was my interaction with the clients. I was able to not only learn from them but also able to learn so much about myself and whether or not this was the right field for me to be in. I also learned so much from observing my supervisors and how they communicated and interacted with the clients.

I recommend the internship to any who is interested in working with a female client population in a non-profit setting. This will give you a chance to see if you like working one on one with clients and if you are up to the challenge. This internship is not recommended for anyone who has difficulty in communicating effectively, openly and honestly.

In working at Neighborhood Involvement Program/ Rape, Sexual Assault Center Phone room, I feel that a person should have a general understanding of reading /writing. I also feel that a person looking at this type of internship should have good people and communication skills.

My most significant learning experience was conducting walk-in intakes; as you are face to face, with a client needing your help. I learned better patience, listening/communication skills and empathy skills. When I was in training, we did role playing about three times to practices being able to talk with clients on the phone and when we do walk-in intakes face to face with a client.

Yes I would recommend this site if a person was look at doing or gaining better therapy skills. No I would not recommend this site if a person was looking into doing research in their future career at this particular site.

The training is helpful for working in the intern phone room answering the crisis line and intake line. At first talking with callers was scary because you don't know exactly what you were doing but after practices it becomes easier. The debriefing meetings are helpful because you can talk about your experiences you have during the week, also you can talk with other counselor interns that are there during your sift.

If you want to so research this would not be the place to do that. This is a site that teaches undergrads and graduate students how to do therapy with clients. The site is a nonprofit so they don't have a lot of money, you will not be paid. It could be stressful because of the information you learn talking with callers. Another issue may be learning to adjust to ethical boundaries in regards to confidential information, (I have now mastered this skill). Sometimes it is hard to know if you did the right thing when talking with a caller or client.

I interned with Community Action Council Eagan Lewis House and Sexual Assault Services. The Eagan Lewis House is a shelter for battered women, and Community Action Council's Sexual Assault Service Advocacy program is based from there. For the first couple of weeks I only worked with the Eagan Lewis House on domestic calls. They quickly integrated me into their team and I was soon learning what they did to assist women in need.

My supervisor had me help her with entering clients into CAC's database. During my internship, I helped with outreach intakes and phone calls from clients. A big part of the internship is learning how to support people during a crisis whether it be physical, emotional, or sexual abuse. If one were to intern at CAC, before hand she should be able to easily communicate with others, verbally and expressively. Perhaps knowing a little background on domestic violence would be helpful as well. The strengths of this internship are that you learn the real world of social services. You gain listening skills, but skills that help you read between the verbal lines. You acquire the ability to serve people in crisis without entering crisis mode yourself. A drawback is that if you are not ready to jump in head first, it may be a little nerve wracking. I was very nervous to answer phones at first, but it's something you get used to quick. Also, this internship is not solely focused on the aspect of psychology and it is your job to really find where to integrate what you have learned in school.

I feel the most beneficial experience from interning with CAC was when I was able to sit in on an intake and hear a whole situation right from the woman's mouth. When we had finished talking she thanked us and told us how much we made her feel better; I felt so important and needed. From that particular experience I learned how to listen and gather information needed to ask the right questions. I was able to apply what I had been told to that point and give support to a woman in need.

I definitely recommend interning with Community Action Council at the Eagan Lewis House. Working with Sexual Assault Services is also very rewarding. Through this internship I have gained so many skills and so much knowledge I would never have had with out it. I really enjoyed working with the people there and learning about all the Eagan Lewis House.

I did my internship at the Dakota County Social Services Department. I did many things while I was there. I learned about the assessment process, scored and interpreted some psychological tests, for example, the BDI and BAI. I reviewed cases, practiced diagnosing clients, and discussed these diagnoses with the staff psychologist. I sat in with clients, both with the staff psychologist and with the chemical health unit. I attended unit meetings with the mental health unit and case consultation meetings with the chemical health unit. I attended trainings, such as stress training, and I started to help develop a DSM Axes presentation before I left.

The main skill a person should have for this internship is a good abnormal psych background. Some of the clients that are seen at the county have some pretty severe mental health issues. The strengths of this internship were that I got to experience many different things. I got to see both the psychology and the social work side of things. It was very interesting to see both, but also very interesting to see how the two disciplines work together to service a client. Also, the internship was very flexible with hours and activities. The main weakness of this internship was that there was just not enough time to do a lot of each thing. I'm sure that if a person was interested in a particular activity that goes on there, that they would be able to specify their internship even more so that they could learn more about just that topic. I went into the internship very excited that I would have the opportunity to learn about so many different aspects of the department.

My most significant experience was sitting in with the clients. I learned that every client is an individual with their own story. I learned that you cannot treat each client the same and that the assessment process can be very hard or very easy depending on the client. Mainly, I learned how the assessment/diagnosis process happens. I would recommend this internship to someone because I thought it was very interesting. I got out of it exactly what I thought I would. People that are not looking to go into therapy or social work may not enjoy this internship.

I worked on my internship at Meridian Services which specializes in the needs of developmentally disabled people. I interned as a program manager for the in-home services. This position writes and develops individual person centered outcomes, develops and completes risk management plans and individual support plans, analyzes future programming, coordinates and conducts annual reviews, oversee employees, budgets and contract utilization.

Prior to beginning this internship I think it would be best if a person has some experience working with individuals with developmental disabilities. It would be extremely helpful to be somewhat familiar with the development of the files for each consumer, and the necessary information about them. A newcomer would find it beneficial to be able to understand the formats that the managers use and would better understand what everything means if he/she had some prior experiences in this field of study.

Meridian Services is a very well organized company in my opinion, with strong communication between staff, managers and consumers. Meridian Services offers many different training classes for all their employees to encourage them to gain as much insight into their consumers lives and disabilities as possible. The only disadvantage that I can note is that the internship program is not a very structured program because they have had few people do internships at the site. This was not a detriment to my internship because I have worked in this field for a couple of years and I'm quite comfortable asserting myself when I need to find answers or gain understanding of a situation.

My most significant learning experience was attending annual meetings. I learned about all the different aspects involved in a person's care plan, communicating with the other workers, the family and the consumer. Following the meetings it is then required to make any adjustments the consumer's file, which I also was a significant learning experience.

If you are a student interested in working in management I definitely recommend doing this internship. The people working at Meridian are very friendly and the work environment is a very relaxed atmosphere. They provide you with ample learning experience and allow you to work on several different types of projects. I am very pleased with the outcome of this internship opportunity and hope to gain full-time employment with Meridian after I graduate.

## Southeast Asian Mental Health Services, Wilder H. Amherst Foundation

I provide assistance to social workers and case management on group activities and co-facilitate group session. I also provide transportation to clients to their appointments and assist in interpretation for those with language barriers. Furthermore, I attend co-visits to one-on-one counseling therapy and lastly, I participate in trainings and attend bi-monthly meetings as well.

Some of the skills a person should have before beginning this internship is the ability to speak, read, and write English (the ability to do the same with other languages is desirable as well), have good interpersonal communication skills, have basic knowledge of mental health issues, and the ability to advocate for one's self and others as well. Other attributes needed are patience when interacting with the client and understanding that a client's recovery may take time, understanding that a client's mental illness may only be stable without much improvement over time, and the willingness to work with people of diverse cultures, social economic status and psychological differences.

The strengths acquired in this internship have allowed me to explore the variety of resources available for the communities as well as for those they serve. In addition, it allowed me to have an exposure to different cultures and learn about the mental health issues involved with each culture. Furthermore, I learned about enrichment programs provided for clients to get them involve with, which gives them an environment to grow in. There are also numerous funds available to keep these programs running, which in turn, helped clients have better coping skills and decrease their mental health symptoms. Without these services and funds, it would be impossible to serve these groups of people. In addition, the supervisors I worked with were very knowledgeable about the areas they worked in. They were able to provide me an abundance of information on diagnostic assessments and mental health issues as well. They were also available for any questions and help whenever I needed assistance.

Lastly, there are a variety of different programs such as the southeastern Asian mental health services, women anger management, women domestic abuse, children domestic abuse, men domestic abuse and men anger management programs as well. Each of these programs has different intervention and prevention strategies which I found helpful to understand the roles of the social workers and case managers. Some of the weaknesses of this internship were that there was no planned agenda for me during my time there. Furthermore, the short time there did not allow me to consult with a client one on one. Although there was no planned agenda, this experience taught me how to become a stronger person and leader by seeking the knowledge from social workers and case managers and most of all, to advocate for myself. The overall experience of this internship has helped increased my self confidence and has opened my eyes to the importance of the psychology field.

Throughout the internship experience, I have learned very important communication skills, intervention and prevention strategies that I had planned to accomplish in my objective and were a significant part of my learning experience. For example, when I was co-visiting a youth client with one of the case managers, I learned that in order to provide an effective therapy, one must know how to engage with the family and the individual. Some of these therapy sessions included those clients with schizophrenia whom I found interesting to work with because they required much energy to get the client involved. Another important intervention strategy I learned is reframing a confrontation into a positive one. Reframing allows each individual in confrontation to understand each other in a different perspective and in turn, decrease misunderstandings. In addition, guided imagery used in the youth counseling sessions had a strong impact on some of the therapy sessions used by one of the social workers when beginning a therapy session. This technique allows the clients to relax and feel at ease before starting the initial therapy. Another important key point when providing consultation with clients in need of financial situations is to treat them psychologically first. The financial needs will therefore become much easier for the clients to cope with.

Lastly, I would recommend the Southeast Asian Mental Health Services to everyone who is currently majoring in psychology to intern with. The Wilder Foundation provides an array of cultures to study including the different mental illnesses involved in each culture. In addition, there are several programs available at Wilder Foundation to become acquainted with and it is excellent to know that there are services out there for people with different needs.

I completed my internship at a company that provides Human Resource services to companies that have outsourced the work to them. The client that I worked for is a large retail company. I worked in the Employee Relations department as an ER Associate. The ER Associate is responsible for providing decisional support to managers that are looking to take corrective action against an employee, or are seeking to terminate an employee. The ER Associate is also responsible for providing coaching and guidance to managers with the goal of mitigating risk for the company by ensuring managers are consistently following policies and practices at their locations. The ER Associate also answers questions employees or managers may have with regards to policies, and other Employee Relations inquiries.

Before a person begins this internship, they should have a working knowledge of Human Resources. They should also have strong customer service skills, and strong listening and writing skills. The individual should enjoy working with people, and be able to deal with difficult situations and/or difficult or angry people. The individual will also need strong computer skills and enjoy working with technology and talking on the telephone.

The strengths of this internship are that you are able to build strong skills in coaching and providing guidance, which would be helpful to people that are looking at pursuing careers in management. As managers, you will need to provide coaching and guidance to your employees in order to develop them. One of the weaknesses of this internship is that it requires a significant amount of training up front, and once you begin doing the work, you need to work 40-50 hours a week. This may not be ideal for students that have another job, and would not work for students that already have a full time job.

The most significant learning experience I had was learning how to explain to a manager why the facts in a case did or did not support their decision to terminate an employee. This was significant because it was critical for the manager to understand why the facts did or did not support their decision to terminate, that way they would make a decision that would pose the least amount of risk to the company.

I would recommend this internship experience to students that would like to pursue a job in Employee Relations or as an HR Generalist. This job was very rewarding and I enjoyed working with managers. Students that are not interested in Human Resources, or do not like dealing with employee issues, concerns, and complaints would not enjoy this internship.

Guild Incorporated, West St. Paul

Fabulous Friend and Open Hours Assistant

The *Fabulous Friend* position available through Guild Incorporated, a non-profit organization which provides an array of psychiatric rehabilitation services, promotes socialization with adult individuals who have serious and persistent mental illnesses (SPMI). Although the particular Fabulous Friend volunteer program that I completed predominately required socialization *in a residential setting* with individuals who have SPMI. Guild offers a number of volunteer opportunities in the community which promote interaction with SPMI individuals. The *Open Hours Assistant* is available at Guild's Community Support Program, a recreational center which offers psychosocial rehabilitation, in addition to other services. Both the Fabulous Friend and Open Hours Assistant position require: strong verbal communication skills, a positive, sociable and relatively outgoing personality, a basic understanding of mental illness, a willingness to foster and engage in social interaction, and to an extent a willingness to engage in various recreational activities (play cards, board games, billiards). Both positions require much of the same thing, namely interacting, socializing and engaging in light conversation with SPMI individuals. However, the Fabulous Friends position is less structured, given that it takes place in the clients' home, and they are often unavailable or simply uninterested in socializing. This can lead to a lot of thumb-twiddling and scratching one's head in confusion as to what one should be doing. It should be noted that dinner time is ideal for interacting with clients, as they are typically home and welcoming of guests. Many of the men have day jobs, so it can be rather difficult to find daytime hours to volunteer during the week. The Open Hours Assistant position is much more active, as there are normally more than a handful of SPMI individuals hanging out, playing cards, etc. This position is most desirable if you are looking to interact with a broad range of SPMI individuals, and there a number of activities that you can engage in. Open Hours, too, is not highly structured, but there are more people and more things to do to occupy your time. If you are intent on socializing with a wide range of SPMI individuals, Open Hours is preferable. If you are looking for more substantial time with fewer SPMI individuals, Fabulous Friend opportunities are preferable. I learned about how different individuals cope with their mental illnesses, the quality of lives they respectively lead, and how to acclimate myself to different people living with mental illnesses. I recommend both positions, although I took more away from the Open Hours position.

This internship is a forensic psychology internship with a court psychologist. The internship took place at the Dakota County Court house in Hastings and was held in Civil Court. The internship consisted of shadowing the court examiner while he followed up with interviewing people that were chemically dependent, or mentally ill and dangerous. The interviews he conducted were to see if these people needed to be committed to a facility that would help them with their problems. I was able to watch the court hearings of multiple people. In this internship I was also able to sit in on two court hearings where sexually dangerous or sexually psychopathic people were going to be sent for treatment. I watched my supervisor, the court psychologist, testifying for the county on the matter of labeling these persons and determining which facility they went to. I read a lot of material on Forensic Psychology, Sexually Dangerous Persons, Sexually Psychopathic Persons and statutes and commitments in Civil Court.

I think that the skills that people need to participate in this internship include taking a lot of psychology courses before hand. Other skills would be well developed interpersonal skills and some knowledge of law material. I think the strength of this internship was the hands-on experiences with interviewing patients and seeing a psychologist working in the field. I think that a weak point of this internship is that you have to know someone who is in this field in order to participate in the internship. My most significant learning experience would have to be the first hand observation of psychologist and what it is like to engage with his clients and learning about ethics involved in the work and interviewing conduct. I was able to see first hand what I had read in class about disorders. I have learned about the legal system and how a person is committed to a place where they can get help. I learned interview techniques with patients. I learned about forensic psychology and laws and a code of ethics. I wouldn't recommend this because of difficulty of trying to obtain the internship because of the small number of psychologists in the field.