

INTERN and VOLUNTEER PROGRAM

2016 FACT SHEET

\$751,894.23 Value Added



FAIRFAX - FALLS CHURCH

**Community
Services Board**

The Fairfax-Falls Church Community Services Board (CSB) Intern and Volunteer Program provides opportunities for individuals seeking internship, residency and volunteerism within the CSB system. This program ensures that the CSB's screening, selection, placement and supervision of all nonpaid individuals providing service within the system is fair, equitable and offers high quality service to the programs and individuals they serve.

In fiscal year 2016, **177 individuals** participated in the Intern and Volunteer Program as volunteers, medical observers, interns, or residents. The participants in the program provided service throughout the 400 square mile region served by the Fairfax-Falls Church Community Services Board, in more than **46 programs and services**.

The Virginia Average Hourly Value of Volunteer Time for this fiscal year, as determined by the Virginia Employment Commission Economic Information Services Division, was \$26.09. Based on this number, the total value of services provided by the interns and volunteers through the contributed **28,819 hours** of uncompensated service to the Fairfax-Falls Church Community Services Board in the past fiscal year was **\$751,894**. In addition to the immediate value, there is long range value that comes from the Intern and Volunteer Program. **Eighteen interns and volunteers were hired** into positions with the CSB after completing their service.

In the County's mission for connected individuals through the Results-Based Accountability project, the **Fairfax County Health and Human Services System** set a goal of increasing engagement in community life, civic activities, and recreational interests among its residents. Specifically, volunteering in the community has been identified as a key method of moving toward this goal. Through volunteerism, individuals would be able to feel a stronger connection to their community and have improved family functioning. The CSB Intern and Volunteer Program is proud to be a part of the County mission and serve the residents in such a vital way.

The Intern and Volunteer Program of the CSB has much diversity. The languages spoken by our Interns and Volunteers in this fiscal year were Cantonese, Mandarin, Spanish, Hindi, German, Arabic, French, Vietnamese, Gujarati, Laotian, Tamil, Igbo, Yoruba, Norwegian, Swedish, Fulani and Korean. The services provided by the Interns and Volunteers is also quite diverse. **Thirty-eight** identified themselves as individuals who wanted to be in service to others **as part of their own recovery**.

The Intern and Volunteer Program of the CSB partners with every department and program (sites) in the system to offer internships and volunteerism. Over the past fiscal year, **ten new sites** have joined in the utilization of interns and volunteers. Enrollment of interns from area **academic programs has increased by eleven**. The **tasks and roles** Interns and Volunteers are performing **are also expanding**. Below are the roles interns and volunteers are involved in throughout our system.

INTERN SERVICE

The Intern program had **58 interns and residents**, represented **41 academic programs**. These academic programs included Associate's, Bachelor's, Master's, and Doctoral degrees, as well as professional certification and licensure residencies. Interns and residents spent over **22,878.80 hours** in service in fiscal year 2016.

Internship service was demonstrated in the following ways:

- Established effective clinical interviewing skills and maintain therapeutic relationships.
- Conducted individual, group and family counseling or psychotherapy, utilizing cognitive, affective, behavioral and systemic therapeutic strategies, techniques, and methods common to the professional discipline of the student's training program.
- Participated in and conducted differential diagnosis, treatment planning and individualized goal setting with individuals receiving services and in collaboration with multidisciplinary treatment team. Measured and monitored clinical and behavioral outcomes to determine the effectiveness and appropriateness of the individualized service plan.
- Completed screenings, intakes and biopsychosocial assessments and evaluations.
- Performed case management and linkage of resources including community, financial, housing and environmental needs with cultural/demographic factors. Collaborated with referral sources.
- Provided orientation and education, including psychoeducation, to individuals and involved support members.
- Carried a clinical caseload as assigned
- Completed timely academic documentation requirement for maintaining placement.
- Applied ethical guidelines and principles to clinical treatment in all aspects.
- Performed community outreach activities
- Ordered and interpreted finding of relevant diagnostic and lab tests for nursing interns
- Participated in medication assessments and clinics for nursing interns.
- Conducted primary health and neurological assessments, developed treatment planning and initial care for nursing interns.
- Completed documentation, maintain clinical records in the Credible electronic health record and co-signed with clinical supervisor/on-site supervisor, where required.
- Provided speech, occupational, physical therapy and accudetox services as determined by academic program.
- Offered therapeutic expressive arts interventions including music, art and movement exercises.
- Developed clinical skills specific to substance use disorder treatment and co-occurring integrated treatment.
- Conducted administrative, program needs assessments, data analysis and outcome measures to training requirements.
- Participated in staff meeting and clinical rounds including presentation of cases.

VOLUNTEER SERVICE

The Volunteer program had **119 volunteers**, medical observers and advocates actively supported CSB programs system wide this fiscal year. The total number of hours generously donated by these individuals in service in fiscal year 2016 was **5,940.45**.

Volunteer service was demonstrated in the following ways:

- Provided office support by shredding documents, filing, scanning, entering data, organizing, and ordering supplies.
- Provided pet-assisted therapeutic visits.
- Prepared materials for group psychotherapy sessions.
- Volunteered service to others as part of their own recovery.
- Participated in medical residencies and training placements as observers for Academic Pediatrician and Psychiatrist medical school programs.
- Transported individuals to critical appointments.
- Taught gardening and training in treatment program greenhouse.
- Co-facilitated peer support groups.
- Assisted with preparation for CSB trainings.
- Helped care for children of individuals attending therapeutic groups.
- Provided Peer-to-Peer support and coaching.
- Helped individuals search for employment, create resumes, and prepare for interviews.
- Participated in nursing residencies and training placements as observers for Academic Nursing school programs.
- Assisted with meal preparation at a residential program.
- Offered therapeutic art exercises to participants in the teen day treatment program.
- Conducting language interpretation in person and assisted with written English-Spanish translation.
- Provided mentorship to an individual with an intellectual disability.
- Helped Human Resources and Credentialing complete projects.
- Taught yoga to individuals in a residential program.
- Supported social skill development in a day treatment program.
- Provided receptionist duties by answering the phones, making reminder calls for appointments and greeting guests.
- Inventoried information technology equipment and supplies.
- Researched physicians who take Medicaid/Medicare insurance.
- Updated and researched information for a community resources manual.