

# INTERN and VOLUNTEER PROGRAM

## 2017 FACT SHEET

**\$667,809.98** 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 volunteerism, internship, and residency 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 **2017** (July 1, 2016-June 30, 2017), **255 individuals** participated in the Intern and Volunteer Program as volunteers, medical clinical students and residents, clinical practice students, and academic interns. 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 **52 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 **\$26.96**. Based on this number, the total value of services provided by the interns and volunteers through the contributed **24,770.4 hours** of uncompensated service to the Fairfax-Falls Church Community Services Board in the past fiscal year was **\$667,809.98**. In addition to the immediate value, there is long range value that comes from the Intern and Volunteer Program. **Nineteen interns and volunteers were hired** into positions with the CSB after completing their service.

Fairfax County continues its mission to connect individuals through the Results-Based Accountability project. The **Fairfax County Health and Human Services System** is focused on its 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 continue to be a part of this County mission and serve its residents in such a vital way. In addition, the CSB has launched the utilization of the Fairfax County enterprise system **Volunteer Management System (VMS) in FY 2017, and had 390 people apply to an internship or to volunteer**. Of the 390 who applied, 191 were accepted as volunteers, medical clinical students and residents, clinical practice students, and academic interns. VMS offers easy access to current opportunities for placement within the CSB and a streamlined method of applying. VMS also allows individuals to simultaneously enroll to volunteer in the CSB and other agencies thorough the County with one simple process.

The Intern and Volunteer Program of the CSB has a great deal of **diversity**. The languages spoken by our Interns and Volunteers in this fiscal year were Mandarin, Spanish, Hindi, German, Arabic, French, Vietnamese, Igbo, Yoruba, Norwegian, Swedish, Fulani, Farsi, Luganda, Nepali, Polish, Urdu, Akan, Hausa, Creole, Twee and Korean. With the utilization of the Fairfax County enterprise system Volunteer Management System (VMS), there are individuals from all walks of life joining the County to participate in volunteerism and internship. Countywide, volunteer and intern ethnicity vary (as reported) as follows: 54% white, 21% Asian/Pacific Islander, 10% Black or African American, 10% Hispanic, 5% American Indian/Alaska native, and 1% other race or Multi-Racial. Countywide, education level of volunteers and interns vary (as reported) as follows: 9% high school degree, 2% technical school degree, 5% Associates degree, 31% Bachelor's degree, 26% Master's degree, and 5% Medical degree. Within the CSB, services provided by the Interns and Volunteers is bringing the mission of recovery full circle. **Thirty-three** 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 CSB system to offer internships and volunteerism. Over the past fiscal year, **eleven new programs** have joined in the utilization of interns and volunteers. The **tasks and roles** Interns and Volunteers are performing **continue to broaden and expand**. Below are the roles interns and volunteers are involved in throughout our system.

## INTERN SERVICE

The Intern program had **48 interns** representing **32 academic programs**. These academic programs included Associate's, Bachelor's, Master's, and Doctoral degrees, as well as professional certification and licensure residencies. Interns spent over **17,653.2 hours** in service in fiscal year 2017.

Internship service is demonstrated in the following ways:

- Establish effective clinical interviewing skills and maintain therapeutic relationships
- Conduct individual, group, and family counseling or psychotherapy, utilizing cognitive, affective, behavioral and systemic therapeutic strategies, techniques, and methods
- Participate in and conduct differential diagnosis, treatment planning and individualized goal setting. Measure and monitor clinical and behavioral outcomes to determine the effectiveness and appropriateness of the individualized service plan.
- Completing screenings, intakes, and biopsychosocial assessments and evaluations
- Perform case management and linkage of resources including community, financial, housing and environmental needs with cultural/demographic factors. Collaborate with referral sources
- Provide orientation and education, including psychoeducation, to individuals and involved support members.
- Developed clinical skills specific to substance use disorder treatment and co-occurring integrated treatment
- Complete documentation, maintain clinical records in the Credible electronic health record
- Participate in staff meetings and clinical rounds including presenting cases
- Adhere to professional standards and ethical principles for clinical treatment in all aspects.
- Conduct administrative, program needs assessments, data analysis and outcome measures to training requirements
- Perform community outreach activities
- Order and interpret finding of relevant diagnostic and lab tests and participate in medication assessments and clinics for nursing interns
- Conduct primary health and neurological assessments, develop treatment planning and initial care for nursing interns
- Offered therapeutic expressive arts interventions including music, art and movement exercises
- Provide speech, occupational, physical therapy and acudetox interventions

## VOLUNTEER SERVICE

The Volunteer program had **207 volunteers**, medical clinical observer residents, and clinical practice student volunteers actively supported CSB programs system wide this fiscal year in **44 programs across the system**. Volunteers spent over **7,117.2 hours** in service in fiscal year 2017.

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
- Participated in medical residencies and training placements as clinical observers for Academic Pediatrician and Psychiatrist medical school programs
- Supported services to individuals in residential treatment facilities and group homes
- Taught groups on nutrition and healthy eating on a budget
- Assisted with health and wellness promotion in the community
- Helped create a healing garden by weeding, raking, shoveling, and planting vegetables and flowers
- Assisted with inventory and the organizing of medical clinics
- Volunteered service to others as part of their own recovery
- 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 LPN and RN nursing clinical rotations and training placements as observers for Academic Nursing school programs
- Conducting language interpretation in person and assisted with English-Spanish translation in writing
- 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 IT equipment and supplies
- Researched physicians who take Medicaid/Medicare insurance
- Conducted intakes in programs with individuals entering services