



EOHHS

Internship Program Expansion

Facilitators:

Commissioner Susan Peterson, DDS and
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Presenters:

Matthew Qualter, Central Boston Elder Services
Cassidy Connolly, Clinical and Support Options
Dr. Anthony Owens, Fathers' UpLift
Susan Zhou-Kelley, North Suffolk Community Services



**HCBS Workforce
Grant Summit**



Internship Program Structure

The CBES Internship Program is a strategic priority of the Board of Directors



The internship Program staff recruit **25** interns each semester



Partnered with **30+** schools and targeted **7** schools intentionally



Assign interns to **specific departments** to **support** the assignments of **full-time staff**



\$20 is our current compensation rate per hour, **remains intact after the grant cycle**



Interns are required to attend and complete **25** training courses, just like direct care staff



Conduct regular check-ins to **support interns**, review their **performance**, and offer **professional guidance**.

Interns give an annual presentation to CBES Sr. Leadership & Board of Directors

Results & Success Story

Retained 60% of interns for multiple semesters and hired 20%

700+

interested applicants from **March 2023-Present**

4,000

journal entries completed, documenting visits, wellness calls, follow ups

70+

interns completed classroom and on-the-job training

84%

represent diverse populations

1,400

aging adults have been served by interns

39%

speak another language



Bunker Hill Community College intern **Danouka Medor** transitioned to a **full-time supervisory position**.

Demonstrated **leadership**, exemplary **work ethic**, **compassion** for the older adults she served, and **commitment to CBES mission**.

Structure of the Internship Program

CSO programs accepting interns:

- All Stars After School Program
- CBHC Outpatient
- Clubhouses of CSO
- Community Crisis Stabilization
- Community Partner
- Co-Response
- Crisis/Respite Services
- Family Resource Center
- Family Support Services
- FOH (Shelter)
- FOH (Low Threshold Housing)
- FOH (Rapid Rehousing)
- FOH (Safe Haven)
- IT Department
- Intensive Care Coordination
- PACT-Adult
- Urgent Outpatient

Licenses/Certifications/Degrees CSO interns are obtaining:

- LCSW
- LMHC
- LMFT
- LADC
- LP
- CHW
- CPS
- PA
- NP
- PMHNP
- IT
- Psychology
- Sociology
- Public Health
- Social Work

Degree Levels:

Certificate Programs

Bachelor

Practicum/Foundation Level Master Students

Clinical/Internship Level Master Students

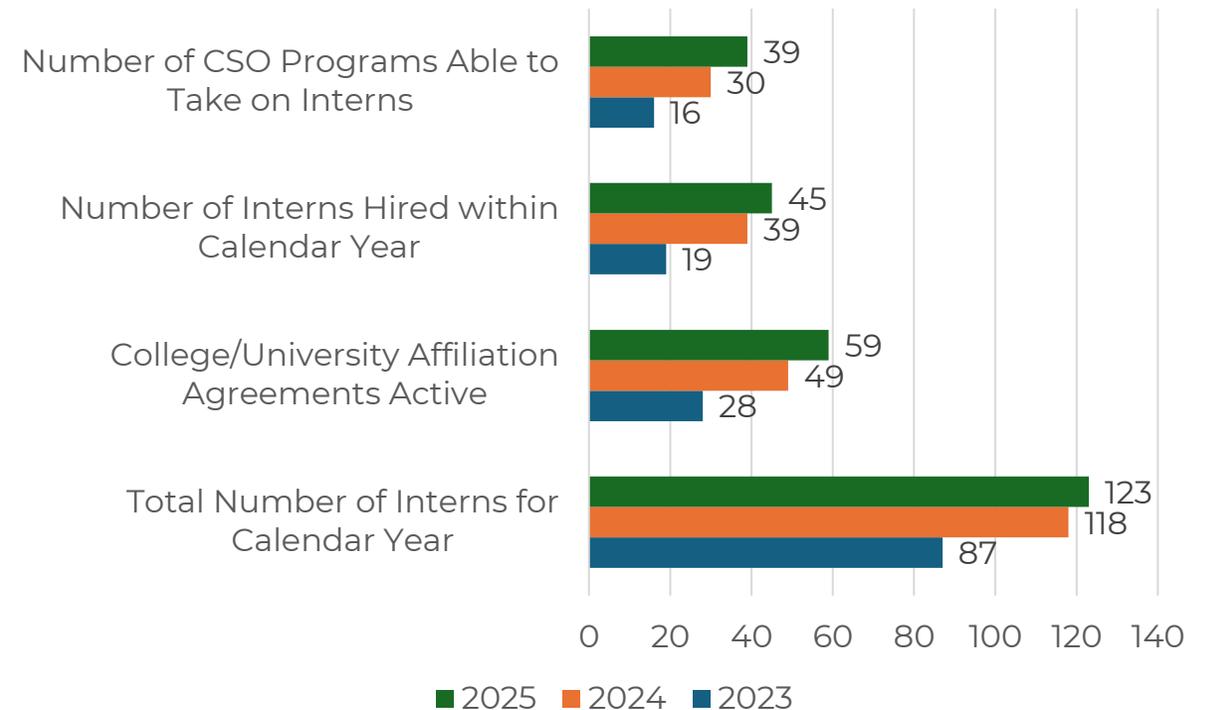
Clinical Rotation Students



Successes and Statistics

- Centralized the internship process
 - Role of the Director of Workforce Development
- Creation of the Intern Orientation series
 - 55 students attended in a single day in Fall 2024
 - Entails Day 1 (systems and overview) and Day 2 (field trip to local CSO programs and introduction to leadership team)
- Creation of Intern Monthly Shadowing events
 - All active interns can shadow in another CSO program of their choosing on a monthly basis and count those hours towards their internship
- Creation of Intern Appreciation Events
 - Appreciation Events are facilitated twice a year
 - Director of Recruitment attends to discuss job openings, CSO employee benefits, and answer questions
- Expansion of CSO attendance at career fairs
 - CSO is attending a much larger number of career and internship fairs with the expanded affiliations
 - Internships are now being discussed and promoted

CSO Agency Internship Statistics



Father's UpLift USTR Program

The Fathers' UpLift's United States Therapist Recruitment (USTR) Fellowship program exists to increase the number of BIPOC therapists in the mental health, behavioral health, and addictions field. 12 USTR Fellows are accepted from students attending graduate schools at accredited colleges & universities in Boston, Mass. and throughout the United States of America.

Each USTR Fellow received:

- A \$15,000 USTR Fellowship stipend.
- Funded Licensure
- Licensure Preparation Course .
- Therapist Development & Mentorship:
- Access to a group of trained therapists to cultivate learning and growth in the mental health, behavioral health, and addiction fields.
- Access to Guest Lectures
- Employment Opportunities



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USTR Success Story

- One of the 12 fellows from inaugural cohort (2023/24), is based in Boston and earned his MSW from Boston College in 2025.
- Successfully completed his licensure exam and is now practicing as a fully licensed therapist in Boston, supporting our mission to increase the number of licensed BIPOC therapists in Massachusetts and nationwide.
- Fathers' UpLift retained him as a fee-for-service therapist, showcasing the tangible impact of the agency's training and commitment to expanding the mental health workforce in MA.



Internships at NSCS

- 20+ MA-level internships over 2 years sponsored by HCBS with 1-on-1 weekly supervision for LMHC-track and MSW interns (1st and 2nd year); overall, 40+ MA-level internships with agency
- Weekly group supervision (1x per week per student, 10 or fewer students per group) offered to students from mid-September through mid-April
 - Topics covered included clinical case discussion and consultation, as well as work-life balance, career options, and licensure next steps
- Lunch & Learn events hosted with NSCS managers and leadership to share different departments' work with interns and support intern peer engagement
- Teams Resource site created for interns to share and locate resources
- Check-in and feedback surveys created to gauge intern interests and resource requests
- Group therapy shadowing opportunities
- NSCS Career fair in March, with priority focus on intern class placement
- Clinical coordinator role focused on supporting interns and centralizing coordination between hiring managers, schools, and students, along with standardization of program processes
- One of our most valuable resources is NSCS's partnership with the Tufts University Prison Initiative of Tisch College (TUPIT), specifically the MyTERN Program. MyTERN, which stands for Tufts Educational Re-entry Network, serves as a pathway to continued higher education for incarcerated individuals while helping to prepare them for meaningful employment upon release. The program aims to provide education and mentorship to and by those who have been directly impacted by the criminal justice system.

Successes



- 70% conversion rate from eligible interns to employees with NSCS for HCBS interns in 2024-2025
- Increase in various metrics of interest (level of comfort with specific skills, such as clinical documentation, treatment planning, and utilizing evidence-based practices) by students from start of internship to finish
- Streamlined and simplified recruitment and placement processes across agency
- Strong showing at NSCS Career Fair of both students and hiring managers, leading to FT and internship offers for participating students
- Paid internships operationalized to continue moving forward
- Continued commitment to interns, and internship programming, such as career fair, lunch & learns, and group supervision to continue for future intern classes
- Increase in number of partnerships with schools in area and strengthening of relationships, allowing for broader intern candidate pool and better fits for candidates through targeted coordination
- NSCS is a proud employer of MyTERN graduates and has hired 15 graduates into meaningful human services careers in the past two years



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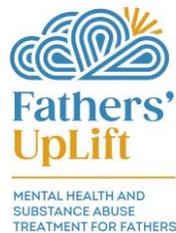
Panelists



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- Cassidy Connolly, MS, *Clinical and Support Options*



- Dr. Anthony Owens, *Fathers Uplift*



- Susan Zhou-Kelley, LCSW, MBA, *North Suffolk Community Services*

