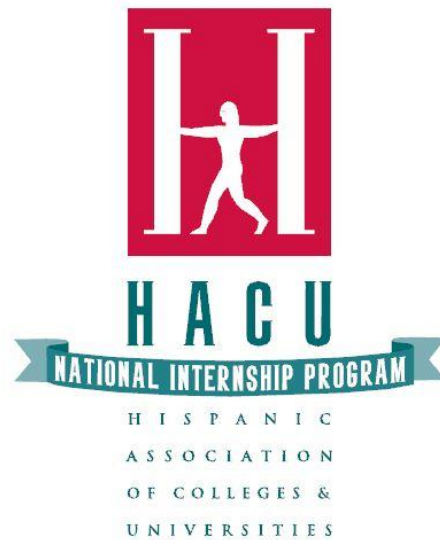


Spring 2013

Supervisor Handbook



HACU National Internship Program
(HNIP)

“Opening Doors of Opportunity, Abriendo Puertas de Oportunidad”

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I. Introduction

A. What is HACU?

The Hispanic Association of Colleges and Universities (HACU), founded in 1986, is a national non-profit organization representing Hispanic-Serving Institutions (HSIs). These institutions are non-profit, accredited colleges and universities where Hispanics constitute a minimum of 25 percent of the total enrollment at either the undergraduate or graduate level. HACU also represents Associate Member Institutions (AMIs), those colleges and universities where Hispanics constitute enrollment levels of at least 10 percent or a minimum of 1,000 Hispanic students. HACU's membership also includes international institutions, partner institutions and Friends of HACU. While these members do not meet the criteria to become an HSI or AMI, they support the mission of HACU and work with us to carry it out.

B. HACU's Mission

The central mission of HACU is to be the “Champions of Hispanic Success in Higher Education.” More specifically, HACU is dedicated to bringing together colleges and universities, schools, corporations, government agencies and individuals to establish partnerships to:

- Promote the development of member colleges and universities
- Improve access to and the quality of post-secondary educational opportunities for Hispanic students
- Meet the needs of business and government through the development and sharing of resources, information and expertise

C. What is the HACU National Internship Program (HNIP)?

HNIP began in 1992 with 24 students working at one department in Washington, D.C. Over the last twenty years, the program has served nearly 9,000 students assigned to federal agencies and corporations in Washington, D.C. and regional offices throughout the United States.

Your agency or corporation has reached an agreement with HACU to provide college students an opportunity to work as interns. The interns will range from sophomores in college to graduate or law students. This program allows college students the opportunity to experience the diversity of careers in the federal and private sectors. We also hope that interns will take the experience they have at your agency back to their schools and serve as goodwill ambassadors for future recruitment possibilities within your agency.

D. Objectives of HNIP

- To provide professional work experience for Hispanic students that will enable them to make more educated career choices.
- To expose students to research, development, technology and administrative career opportunities in the federal government and private sector.
- To supplement academic study with practical applications for students in their field of study.
- To extend and strengthen the relationship between government agencies/bureaus and HSIs, and other institutions that have significant Hispanic enrollment and that offer

related academic programs. These ties will continue to offer an expanded recruitment resource to the federal departments.

- To encourage students to explore and possibly pursue careers in the federal sector.
- To present or make available to both Washington, D.C. and field interns information that reinforces the departmental outreach efforts that assist, train, and prepare Hispanic students for potential federal career opportunities and service.

II. Spring 2013 Program Calendar

A. Dates of Program

Below is a preliminary program calendar for the upcoming fifteen weeks. **Supervisors in DC-metro area:** Please note the dates and times of **mandatory meetings (in bold)**, as these are an integral part of the program. Any changes or additions to the calendar will be announced via e-mail.

(TIME CARDS MUST BE APPROVED BY 4 PM EST OF THE DUE DATE)

Arrival in Washington, D.C.	01/10/13
HACU Orientation	01/11/13 & 01/12/13
Field interns depart Washington, D.C.	01/13/13
DC and Field Interns report to work	01/14/13
HACU forms due to HNIP office	01/18/13
Holiday – Martin Luther King Jr. – No Work	01/21/13
TIME CARDS & REPORTS DUE, PERIOD 1	01/25/13
Travel Reimbursement Receipts Due	01/25/13
1ST INTERN MEETING (MANDATORY)	01/31/13
➤ <i>Payday 1</i>	02/01/13
TIME CARDS & REPORTS DUE, PAY PERIOD 2	02/08/13
➤ <i>Payday 2</i>	02/15/13
Holiday – Washington’s Birthday – No Work	02/18/13
TIME CARDS & REPORTS DUE, PAY PERIOD 3	02/22/13
2ND INTERN MEETING (MANDATORY)	02/28/13
Mid-Term Evaluations Due	03/01/13
SUMMER 2013 APPLICATION DEADLINE	03/01/13
➤ <i>Payday 3</i>	03/01/13
TIME CARDS & REPORTS DUE, PAY PERIOD 4	03/08/13
➤ <i>Payday 4</i>	03/15/13
TIME CARDS & REPORTS DUE, PAY PERIOD 5	03/22/13
➤ <i>Payday 5</i>	03/29/13
3RD INTERN MEETING (MANDATORY)	04/04/13
TIME CARDS & REPORTS DUE PAY PERIOD 6	04/05/13
➤ <i>PAYDAY 6</i>	04/12/13
Spring Farewell Reception	04/18/13
TIME CARDS & REPORTS DUE, PAY PERIOD 7	04/19/13
Final Evaluations Due	04/19/13

FINAL TIME CARDS DUE FOR LAST WEEK OF WORK	04/26/13
Last day of Work	04/26/13
➤ <i>Payday 7</i>	04/26/13
Depart for home	04/27/13
Travel Reimbursement Receipts Due	05/03/13
➤ <i>Payday 8</i>	05/10/13

B. Internship Locations

Interns are placed with federal agencies in the Washington, D.C. metropolitan area or regional field-sites throughout the United States and Puerto Rico. Field placements vary depending upon regional office participation. While some field sites may host a group of interns, others may host only one or two.

C. Intern Request and Selection Process

During the fall, HNIP sent the Spring 2013 Concept Paper to all agency liaisons. The Concept Paper explains the internship program, services provided by HNIP, and shows a budget outlining the cost per intern to the federal agencies. It also includes detailed instructions for requesting and selecting an intern and corresponding deadlines.

Each agency liaison disseminates this information within their agency. Some agencies choose to centralize the process and have intern requests go through one office. Other agencies are decentralized and have the supervisors submit intern requests directly to HNIP.

For each internship session, HACU conducts a recruitment campaign and receives applications from across the country. HACU staff matches the assignment description provided by the supervisor with the background and work experience of the applicants and sends a minimum of three qualified applications to the supervisor. Supervisors now have the option to personally review applications by filtering applications based on job requirements (major, past experience, etc.) and then make selections.

We strongly recommend that supervisors call the candidates they are considering. Speaking with the candidates before making a selection helps ensure that the supervisor selects the applicant who most closely matches their needs. Once a supervisor has reviewed the applications and notified HACU of the selected applicant, HACU staff offers the position to the student. At this time, the intern is given available information about the position, transportation and housing. In addition, interns are given the supervisor's name and contact information. If the student has not already spoken with the supervisor, we encourage them to contact the supervisor to learn more about the position. If the student accepts the assignment, HACU instructs the intern to complete the Online Intern Agreement, which is their contract formally accepting the internship. HNIP also sends the intern an Intern Handbook with pertinent information about the program.

Liaisons can monitor the request and selection process for their agency with the online system. If the liaison sees a discrepancy or has questions, they can contact the HNIP office directly.

D. HNIP Financial Procedures

The HNIP Accounting Manager bills each agency according to the number of interns they hire. All billing questions should be referred to the HNIP Accounting Manager, Eva Rodriguez who is located at our headquarters in San Antonio, TX and can be reached at 210-692-3805 or eva.rodriquez@hacu.net

Pursuant to conversations with the Department of Treasury Prompt Payment office, the HACU National Internship Program meets the criteria for the Prompt Payment Act, under "Cost Reimbursable Service Contract". Therefore, the following payment procedures will be implemented to better meet the logistical and financial requirements of HNIP.

Purchase Order Payment Procedures:

All Purchase Orders for interns must be received via mail or fax **one week prior to the start of the internship session** at the address below. Interns that have accepted a position, but whose agency does not provide a valid Purchase Order by the above date, will not be allowed to report to work for the agency.

Hispanic Association of Colleges and Universities
Attn: HNIP Accounting Manager
8415 Datapoint Drive, Suite 400
San Antonio, TX 78229
Phone: 210-692-3805 Fax: 210-692-0823

Payments on invoices are due **in full** 30 (thirty) days after the start of the payment period. The payment period begins on the date of receipt of an invoice by the agency. The agency will review each invoice to determine whether the invoice is accurate. When an invoice is determined to be inaccurate, the agency shall return the invoice to HACU no later than 7 (seven) days after receipt of the invoice. The agency will identify all errors that prevent payments and specify all reasons why the invoice is inaccurate and being returned. **Any purchase orders received that do not abide by these terms will not be accepted.**

Please note: HACU will reimburse the agency for any non-completion of services, or partial services.

Grants/Cooperative Agreement Payment Procedures:

Upon the student accepting an internship for the particular session, the agency should begin their internal remittance process. Payments on invoices are due **in full** 30 (thirty) days after the start of the payment period. The payment period begins on the date of receipt of an invoice by the agency. The agency office will review each invoice to determine whether the invoice is accurate. When an invoice is determined to be inaccurate, the agency shall return the invoice to the HACU no later than 7 (seven) days after receipt of the invoice. The agency will identify all errors that prevent payments and specify all reasons why the invoice is inaccurate and being returned. Agencies that have a 'draw-down' system shall have the funds available within two weeks of the start of the semester.

Credit Card Payment Procedures:

Any agency wishing to pay an invoice by credit card should have indicated so on the Intern Request Form. The invoice will have a credit card section to be filled out. This invoice can be mailed or faxed to HACU. Agencies using the Purchase Order system must still abide by the information above and have a Purchase Order turned in.

Any agency having a grant or contract already in place will have this invoice mailed to the address shown on the grant or contract, unless otherwise notified.

E. Orientation

HACU will hold an orientation on the weekend prior to the internship assignment. During this time, HACU will process employment paperwork and interns have an opportunity to get to know each other. This time will also be spent discussing subjects of importance such as budgeting and safety in metropolitan areas, as well as student expectations.

Field interns receive information regarding their arrival at their field locations. Some of the topics covered with field interns include housing arrangements and travel to the field site. Field interns will depart for their field assignments on Sunday, January 13, 2013. Field interns will report to their first day of work on Monday, January 27, 2013.

HNIP hosts a **Liaison Luncheon** on the first day of orientation for the agency liaisons to meet with their agency's interns. Generally, supervisors do not attend this luncheon. However, if a supervisor is in the DC metro area and would like to attend, please contact our office and we will provide you with the time, location and directions.

It is expected that the liaison from each agency hosting a summer intern will attend the **Liaison Luncheon** which will be held on **Friday, January 11, 2013**. If the liaison is unable to attend, HACU asks that another individual in their agency be identified to attend in their place. The Liaison Luncheon is an important part of preparing the intern for their first day of work. At the luncheon, liaisons have the opportunity to provide their interns with specific information, such as:

- Summary of functions and duties of overall agency
- Description of the assigned department and how it fits into the mission of the agency
- Agency expectations of intern
- How to get to internship site (metro stop, exit, exact street address, room number)
- What time they are expected to arrive to work
- What to expect on the first day and during the first week of the internship
- What to do/who to talk to if internship is not meeting their expectations
- Dress code
- Who to call in case of illness or emergency
- How to request approval to attend professional development activities which conflict with the intern's normal work schedule
- Professional development opportunities within the agency (i.e. brown bag lunches, lectures)

III. Program Administration

A. Intern Commitment to HNIP

We emphasize to each intern the commitment they make when accepting an HNIP internship assignment. We stress the considerable investments in time and money both HACU and the federal agencies make to provide interns with this comprehensive internship experience.

Each intern is given a Work Contract. This contract outlines the details of the intern's commitment to the program.

On the first day of the internship, we ask the intern to review the Work Contract with their supervisor. We will ask both the intern and supervisor to sign the contract and email/fax it to the HNIP Office no later than Friday, January 18, 2013.

B. Transportation

HACU arranges and covers round-trip transportation for all interns to Washington, DC. If the intern will be working outside the D.C. area, HACU also provides transportation from Washington, D.C. to their internship location and returning to the intern's original point of departure at the end of the internship session. If the intern chooses to make their own travel arrangements, they may be reimbursed up to the cost of the roundtrip airfare HACU would have purchased. The interns are advised that advance approval from HNIP is required for their travel itinerary if they wish to be reimbursed.

C. Commuting To and From Work

HACU provides information on public transportation and the approximate costs of local travel. Interns are responsible for their own local travel costs. Interns are provided with instructions in their Intern Handbook for requesting these expenses.

D. HACU-Arranged Housing

Interns are free to arrange their own housing. However, upon request from the intern and as a service to both the agency and student, HACU will help identify safe, furnished, market-rate-affordable housing. If HACU arranges the intern's housing, we will also pay the upfront cost of security deposits. Housing expenses are then automatically deducted from interns' bi-weekly pay. Monthly rent typically ranges between \$680 - \$760 per intern per month. **If an intern chooses to move out of HACU-arranged housing or is asked to leave before the completion of the program, s/he is still financially responsible for any remaining rent.**

How HACU Selects Intern Housing:

Every effort is made to find the most appropriate housing at the most affordable price for all interns. Many factors are taken into consideration in our housing search. Safety is always our primary concern. For both Field interns and DC interns, HACU looks for housing that best fits the following criteria:

- Safe
- Short-term lease
- Near public transportation
- Affordable, ideally to cost \$190 per intern per week
- Within one hour (each way) commute to internship location

- Furnished
- Clean
- Accessible to city center or shopping centers
- Utilities included, i.e. heat or air conditioning, water and electricity

Typical HACU-Arranged Housing Facilities

Generally, **DC interns** are housed in apartments. Common apartment configurations include two-bedroom or three-bedroom apartments. In all cases, HACU houses two interns to each bedroom. This helps keep rent at a reasonable price.

In the past, **Field interns** have been housed in apartments, dormitories, or a room in a private home (sometimes in the home of an agency employee). Occasionally, the agency may have housing facilities of their own where interns have lived.

Since supervisors are more familiar with housing availability in field locations, HACU will request assistance from supervisors of field interns to identify safe, affordable and convenient housing sites. HACU may also request assistance with local transportation to and from the internship location. We greatly appreciate any suggestions you can provide on housing and local transportation.

E. Compensation

Pay level is determined by the intern's class level at the time they submit their application. Pay rates (based on a 40 hour work week) are as follows:

Sophomores/Juniors.....	\$470 per week or \$11.75 per hour
Seniors.....	\$500 per week or \$12.50 per hour
Graduate students.....	\$570 per week or \$14.25 per hour

F. Time and Attendance

Per the agreement between HACU and your department/agency, interns are employees of HACU and are paid by HACU. Interns do not accrue vacation or personal leave. Interns may not work overtime. On a bi-weekly basis, supervisors are required to review time cards for all HACU interns under their supervision and approve the time cards via the online approval system. Please see section “**K**” for instructions on submitting time cards.

Interns typically work forty hours per week. If the intern is only available to work a part-time schedule, HACU requires the intern and supervisor to agree *before the internship begins* to the maximum number of hours that will be worked per week. This must be submitted to HACU in writing.

For payroll purposes and to help ensure interns are paid in a timely manner, **interns should work the same number of hours every week** (i.e. either 40 hours or the number of hours agreed to before the internship begins).

Interns may not work a flex schedule if their office has such a program. Flex schedules generally allow a permanent federal employee to work more than 40 hours one week and less than 40 hours the following week, not to exceed 80 hours for the pay period. Because interns are hourly employees, they are not allowed to work more than 40 hours per week.

Supervisors may, however, allow the 40 hours to be worked in whatever daily distribution he or she sees fit. For example, supervisors may permit four 10-hour shifts to be worked each week, four 9-hour shifts and one 4-hour shift, or the standard of five 8 hour shifts.

G. Federal Holidays

Interns are paid for federal holidays *provided that they would otherwise have worked on that day*. On time cards, interns should only record the number of hours they would normally have worked on the federal holiday. HACU interns should work the same daily schedule as other federal employees unless such a schedule would result in hours exceeding 40 hours per week (including flex schedule hours).

H. Overtime

Students cannot work more than 40 hours per week. Please contact the HNIP office if you foresee the need to have your intern work over time. The program fee to HACU would need to be adjusted to cover the additional cost of overtime pay which is typically time and half for any hours exceeding 40 hours per week. This additional cost must be approved by HACU and the liaison prior the student working overtime. If a time card reflecting overtime hours is approved by the supervisor, HACU must fulfill its legal obligation to pay the extra hours at the overtime rate, and the agency will be billed for these funds.

I. Unemployment Benefits

The internship is a temporary position and as such, participants do not qualify for unemployment benefits at the end of the program.

J. Absences from Work and Sick Policy

As temporary employees, interns do not accrue vacation time. They are expected to report to work Monday through Friday (unless otherwise permitted by the supervisor). However, there may be instances during which an intern needs to request time off.

Absences from Work

Absences from work (for reasons other than sickness) should be approved by the supervisor and agency liaison in writing and submitted to the HNIP office. The supervisor should include the following in a letter indicating their approval of absence:

1. The date(s) and number of hours of absence
2. The reason the intern is requesting time off
3. Whether the intern will make up the hours (which must be done in the same week) **or** not make up the hours and not be paid for the time off

Absences must be recorded by the intern on his or her time card by typing in 0 in the “Hours” field. The reason for the absence should be recorded in the “Activities” field.

Sick Policy

Absences from work should be handled on a case-by-case basis. As temporary employees, interns have no prearranged sick leave. However, if an intern becomes ill and misses work, they are reminded to do the following:

1. Notify his or her supervisor at the start of the business day.
2. Submit a doctor's note to the supervisor (*if the illness results in an absence of 3 days or more*).

If an intern fails to report to work without notifying his or her supervisor, the supervisor should inform HACU immediately. If the supervisor does not report the absence to HACU, the agency may incur charges until HACU is formally notified.

K. Time Cards

Before interns can be paid for hours worked, supervisors must first approve the hours recorded on their time card via the online approval system. Supervisors will receive a reminder email to approve hours every two weeks (immediately after the intern submits the time card). If hours are not approved by the deadline*, payment to the intern will be delayed by at least one week. Interns are reminded that although supervisors receive reminder e-mails to approve time cards once they are submitted, it is ultimately the intern's responsibility to make sure that his or her time card is submitted AND approved on time.

*Please reference the back cover of this handbook for time card approval deadlines.

To approve hours, log onto your HACU account at www.hacu.net/internportal, and click on the "Timecard" link. You will be able to search through time cards by intern, pay period, or session. To view time cards from previous weeks, click on "Time Card Summary" or "Summary" and select "Edit" next to the appropriate week. The "Approve" button is located at the bottom of time cards for *even-numbered weeks* (week numbers are shown in the Time Card Summary). For more detailed instructions on approving time cards (including screenshots) or performing time card-related tasks, please click [here](#).

HACU interns may be expected to work up to 40 hours a week (unless a part-time schedule is approved). Overtime is not permitted. **If a time card reflecting overtime hours is approved by the supervisor, HACU must fulfill its legal obligation to pay the extra hours at the overtime rate, and the agency will be billed for these funds.**

L. Early Departures

Interns make a commitment to work the full 15 weeks when they accept the internship assignment. They may know when they are offered a position that they need to depart early. In these instances, we advise the student to contact the supervisor to get their approval before they accept the position. *It is at the discretion of the liaison and supervisor to approve an early departure.*

Occasionally, an intern may not know until they are in the program that they need to leave early. **The liaison and supervisor still have the discretion whether to approve a request for early departure.** Requests for early departure must be received in writing by the HNIP office. The liaison or supervisor must also submit a supporting letter and include:

1. The reason the intern is departing early.
2. The date the intern will depart work.
3. Indicate the intern understands they will not be compensated for the remainder of the internship session.

M. Dismissal from the Program

HACU reserves the right to terminate an intern from the program for:

1. Any behavior that could result in dismissal from the agency.
2. Theft, misappropriation, damage, or destruction of HACU or agency assets or property
3. Acting in a manner which could harm HACU's or the agency's mission and good name
4. Perpetrating fraud against HACU, its contractors, or its members
5. Unauthorized use, possession, or transportation of firearms and/or live ammunition, alcoholic beverages, illegal drugs, and/or drug paraphernalia on HACU or agency premises or vehicles; reporting for work, intern orientation, intern meetings, etc. under the influence of alcohol and/or illegal controlled substances
6. Communication of a threat of physical harm against another individual, agency, or HACU
7. Assault or fighting on HACU premises or during HACU/agency activities
8. Intentional damage to any property owned by HACU/agency or on its premises
9. Conviction for an illegal act which could adversely affect the employee's performance
10. False statements and/or documentation related to the internship application process
11. Those who violate our anti-harassment discrimination policy.
12. Excessive unexcused absences and/or tardiness

N. Extending an Internship Assignment

In special cases, supervisors may want to extend the internship assignment. Such situations may include completion of a project or attendance at a conference or trade show.

If you and your intern would like to extend the assignment, please speak with your agency's HNIP liaison. The liaison and/or the supervisor will determine if funds are available to pay the stipend for the extension. Once funds are secured, please request an extension form from HNIP staff which will request the following details:

- Dates of extension
 - Hours per week, if different from 40
 - Method of payment
 - Signature of liaison
- **Please note:** An extension should be continuous and may not overlap into the next internship session. An HNIP staff member will notify the supervisor and intern when the extension is processed and approved.

If the supervisor and intern would like to extend the internship for the entire following session, please speak with your agency's HNIP liaison. The intern must meet the eligibility requirements of the next internship session. Please refer to the HNIP web site at www.hacu.net/hnip.

When requesting an extension, please keep in mind the guidelines that HACU must follow:

How long can extensions last?

Students that will continue to be enrolled in degree-seeking programs after the end of their internship session may be extended until the start of the next internship session or until the beginning of the student's academic semester, whichever comes first.

Students that will graduate at the end of the regular internship session may be extended into the following internship session a maximum of one third of the following internship session timeline. In the case of the Fall and Summer sessions, which are 10-15 weeks long this means that the longest possible extension for a student that graduated would be 5 weeks. For the Summer session, which is only 10 weeks long, interns can be extended up to a maximum of 3 weeks.

Will housing be provided for the intern?

Housing will only be provided to interns that chose to live in HACU-arranged housing since the start of the internship. HACU can only provide housing to extended interns contingent on space being available at the housing site. Incoming session interns will have priority for housing. HACU will only provide housing if doing so won't result in an additional expense to the program.

Interns that stay in HACU-arranged housing during their extension will continue to pay for the accommodations according to the regular rate for that site for that session.

Upon conversion from a HACU intern to permanent employee with the federal government or any other employer, the intern living in HACU-arranged housing will have to move out of the housing unit, but will be allowed two weeks to relocate to their own housing.

O. Medical Care/Emergencies

HACU provides emergency/accidental insurance for interns during the program. This insurance policy will typically cover emergency hospital visits, not regular doctor appointments, and carries a \$1,000 deductible. If you would like a copy of HACU's Emergency Insurance Policy and a Claim Form please contact your agency's HNIP liaison.

HACU does not provide interns general medical insurance. If interns are under a physician's care or have any chronic medical issues, we encourage them to make the appropriate arrangements for their continued care before the internship begins.

In case of life-threatening emergencies, interns are encouraged to call 911. The intern is responsible for contacting HNIP, parents, supervisor, etc. HNIP staff will then notify the agency liaison. HNIP will not contact parents or anyone else unless requested to do so by the intern, or unless the intern is incapacitated.

In case of a less serious illness, HNIP staff will request that the intern contact their family doctor for a referral. HNIP does not give out doctor referrals.

P. Performance Evaluation

HACU will work with each liaison to ensure that everything is going well, including the performance of the interns. There will be a Mid-Term Performance Evaluation given to each

supervisor by his or her intern to complete and return to HACU approximately halfway into the session. There will also be a Final Performance Evaluation, which interns will give to their supervisors during the last week of the program to complete and return to HACU. Supervisors should take this opportunity to discuss with the interns the performance evaluation.

Q. Program Evaluation

As we are continually striving to improve the HNIP experience for all participants, we ask supervisors to provide us with feedback at the end of the program. HACU will distribute a Program Evaluation during the last week of the program to collect comments, suggestions and reactions to the program. Interns will also be asked to complete a program evaluation.

In the past, certain departments have conducted their own surveys on the success of HNIP and the progress of their interns. Supervisors, as well as interns, may be asked to respond to a department evaluation of the program.

IV. Program Activities

A. Description

There will be enrichment activities scheduled throughout the internship session by HACU as well as by federal departments and agencies. HACU acknowledges that enrichment activities should not be allowed to interfere with the intern's primary work at their agency. For this reason, activities scheduled during normal work hours are optional. However, we request that supervisors maintain a flexible schedule for special events that may take place during working hours.

Field interns will not have the same enrichment activity opportunities as DC interns. Therefore, we encourage field supervisors to look into departmental activities or even local community events that may interest the interns.

B. Preliminary Program Calendar

The preliminary calendar for the Spring 2013 program can be found on the back cover of this handbook.

C. Communicating with HNIP

HACU believes in maintaining open communication with each liaison and supervisor. Therefore, we encourage you to approach us with any questions, concerns or comments you may have regarding your intern, program logistics, or HACU activities.

V. Liaison and Supervisor Responsibilities

A. Liaison

Liaisons may be requested to carry out the following tasks:

- Relay HNIP information to supervisors
- Work with their department or agency in determining the number of interns estimated to work in the organization
- Coordinate agency payment procedures for HNIP

- Assist supervisors in developing work plans
- Review internship position descriptions
- Collect selection information from supervisors and forward it to HACU staff
- Attend Liaison Luncheon in Washington, DC on first day of orientation (*only liaisons in the DC metro area*)
- Plan and schedule an Agency Orientation for interns and supervisors
- Assist supervisor in making arrangements for interns arrival at field location
- Coordinate enrichment activities
- Attend department and/or HACU functions

B. Supervisor

To ensure smooth program operations, all supervisors are requested to assist with the following tasks:

- Create an internship position description and communicate with the agency liaison during the selection process
- Contact the intern before arrival to advise about dress code, possible projects, where they need to go the first day of work, what time they need to be at work, etc.
- Develop a fifteen/ten-week work plan and share this with the intern at the beginning of the internship
- Monitor intern work schedule
- Approving interns' time cards on bi-weekly basis (approval deadlines are listed on back of Handbook).
- If an intern has not reported to work and has not contacted the supervisor, alert HACU about the situation.
- Complete and submit Mid-term and Final Intern Performance Evaluations and Supervisor Final Evaluation of HNIP Program

If the intern is earning academic credit for their internship, the intern may request supervisor to:

- Provide a list of duties, responsibilities, or projects, so that the intern may be awarded academic credit. HNIP has developed guidelines for interns to help them secure academic credit from their home institutions for participating in the internship program.

Additionally, **Field Supervisors** (*only supervisors who work outside the DC metro area*) are requested to:

- Assist HNIP staff in identifying housing and local transportation for intern
- Make arrangements for the intern to be met at the airport upon arrival at internship site. If this is not possible, please let us know and HACU staff will make alternate arrangements
- Take intern to airport on day of departure (if possible)

C. Conferences or Job Related Travel for Interns

Occasionally, supervisors wish for their interns to travel to a conference or meeting away from the internship site. Since direct federal spending on contract employees is difficult in some agencies, HACU is willing to assist in facilitating the transfer of finances for work-related travel. With financial authorization from the agency, HACU can arrange:

- A travel advance for the intern to cover conference registration fees, hotel, transportation, and per diem costs

In order to arrange a travel advance for your intern, we request that you complete the Travel Advance Request Form. You can download this form from your agency interface http://www.hacu.net/hacu/hnip_agency_documents.asp once you log into the system. Please call (202) 467-0893 if you need assistance with this process. Once complete, please fax the form to (202) 496-9177 at least three weeks prior to the travel date.

The form must be signed and authorized by either the liaison, grant manager, or the person who signed the purchase order for the intern.

The travel advance will be sent to the intern address provided in the travel request or it can be deposited electronically in their payroll card. The intern is expected to keep a log of all their expenses. After the trip, the intern must submit original receipts along with a report of all expenses to the following address and a statement from the agency indicating they approve those expenses. Prior to sending the spending log and receipts, the intern should make copies to keep for their personal records.

HACU
Attn: HNIP FINANCIAL MANAGER
8415 Datapoint Drive
Suite 400
San Antonio, TX 78229
(210) 692-3805

If the intern did not spend the full travel advance, he/she will be required to write a check payable to HACU for the balance. If the intern spends more than the travel advance and the intern has not reached the spending cap, HACU will issue a check for the balance due.

D. Internship Work Plans

HACU strongly recommends that a fifteen-week work plan be developed and shared with the intern at the beginning of the internship. Collaboration between the intern and supervisor in designing a work plan provides a solid foundation for a mutually beneficial internship experience.

A work plan is important to provide both the intern and the supervisor clear expectations during the program. **HACU expects that while the internship assignment may include some administrative responsibilities, the intern will work on substantial projects the majority of the time. No intern should have exclusively administrative duties, i.e. phone answering and copying.** The internship assignment should complement and build on the intern's academic coursework.

A work plan typically includes specific tasks of a project, an anticipated timeline, and guidelines on priorities throughout the internship period. The work plan may be a written or verbal agreement. A written work plan will prove to be especially helpful to those students who wish to earn academic credit.

E. Supervisor Accessibility, Guidance and Feedback

It will be very helpful to both the intern and your office if supervisors are able to structure the intern's activities and provide an atmosphere of support. Learning is always easier in a supportive environment where there is a concern in an individual's progress. We encourage supervisors to provide regular and frequent interaction and exchange of ideas with the interns. Students need to understand as much of the big picture so that they can feel as if they are part of the team. If possible, try to assign increasingly complex assignments or perhaps the opportunity to make a presentation on some aspect of their assignment.

Please remember, this is a learning experience for the student. Supervisors should consider how much time and support they are willing to offer this individual to maximize the internship for the student and themselves.

F. Mentoring Opportunities

Liaisons, supervisors, co-workers, HNIP alumni, community civic leaders, guest speakers, diversity council members, career counselors, etc., can all serve as mentors. While mentors should be sensitive about racial and gender issues, they need not be of the same race or gender.

VI. Communication Action Plan

HACU has outlined a plan of action that we will implement in situations of perceived danger or natural catastrophe. We stress to the interns the importance of having clear lines of communication between them and our office. The following plan will help ensure that appropriate communication and action be taken if necessary.

The first thing we ask the interns to do is to speak with their supervisor. They should know the agencies' guidelines for safety and evacuation plans in emergency situations. They should know where to locate the closest exit doors and stairwells and be familiar with the area surrounding the agency. Following is the Action Plan we have provided to our interns.

A. Action Plan During Office Hours

If something should occur during regular business hours (Monday through Friday, 9:00 a.m. to 6:00 p.m.) the following plan of action will take affect:

Once we become aware of a situation or event, HNIP staff will attempt to contact the intern at work and at home. We will attempt to reach the intern by phone, voice mail or e-mail. We will make every effort to reach interns directly. If we cannot reach them directly, we will attempt to reach a roommate or supervisor to see if they have knowledge of the intern's whereabouts and welfare.

If you need immediate attention, please call our office right away at (202) 467-0893. DO NOT wait for our office to call you

In case HACU staff is forced to evacuate our building or we are unable to contact the intern directly on the day of the emergency, HACU will contact them as quickly as we can to make sure they are safe. Even though we may not be in the office, we will check voice mail regularly and follow up when necessary. Therefore, we request that if an intern is in need of

assistance during a time when we are away from the office, to please call our office at 202-467-0893. Interns are instructed to leave a message for the Assistant Director for DC at ext. 107.

B. Action Plan Outside of Regular Business Hours

If an incident occurs outside of regular business hours, the interns are instructed to follow the same plan of action as for situations that force us to evacuate our office during regular business hours. We ask the interns to call our office (202) 467-0893 ONLY if they need assistance with something that HACU can provide. After the voicemail prompt, interns will leave a message for Assistant Director for DC at ext. 107 or 100. The interns may also use the toll-free number for our Government Relation Office, which is (800) 940-4228 and leave a message as explained above.

C. Interns in HACU-Arranged Housing

Interns with Roommates

Interns who have roommates are asked to designate one person in each apartment (and assign another roommate to be back-up) who, if HACU has cause to implement the Communication Action Plan, will be in charge of verifying the safety and whereabouts of all the roommates. We stress to the interns that in the event of an emergency, the lead individual for their apartment will need to know how to reach each roommate at all times (whether by e-mail, pager or telephone). The lead is in charge of calling the HACU office should someone in his or her apartment need assistance. This will help HACU staff navigate any calls we receive more efficiently. Of course, we let them know that even if they are NOT the lead person for the apartment and they still need to get in contact with our office for ANY reason, they should not hesitate to do so.

Interns without Roommates

HACU requests that interns who do not have roommates ask their supervisor to be their first point of contact. If we are immediately unable to reach the intern, HACU will contact the supervisor via phone and/or e-mail. As a supervisor, please make sure the HACU number and extension 202-467-0893 is in a visible place (e.g. in the lunch room or office bulletin board) in the office. We ask the interns to inform the supervisor to call HACU in the event an intern needs HACU's assistance but they are unable to place a call themselves.

D. Interns Not in HACU-Arranged Housing

HACU requests that interns who are not in HACU-arranged housing ask their supervisor to be their first point of contact. If we are immediately unable to reach the intern, HACU will contact the supervisor via phone and/or e-mail. As a supervisor please make sure the HACU number 202-467-0893 is in a visible place (e.g. in the lunch room or office bulletin board) in the office. We ask the interns to inform the supervisor to call HACU in the event an intern needs HACU's assistance but they are unable to place a call themselves.

VII. How to Convert Interns to Permanent Employees

For more information about converting HACU interns to permanent federal employees, please check with the Human Resource office within your agency. You may also visit the OPM web site at <http://www.opm.gov>.

VIII. Miscellaneous Information

A. Appropriate Dress

Interns will be expected to dress appropriate to their position and the type of work they are performing within the guidelines of the department. HACU requests that you provide as much detail as possible in your conversations with your interns prior to their arrival regarding suitable work attire and any other items necessary for the assignments or the location.

B. Final Reports and Correspondence

After the program is over, HACU will prepare and forward closeout reports to liaisons. Typically, it takes two or three months to prepare the reports. If your agency has reporting deadlines that would require special attention, please contact the HNIP Executive Director with your needs.

Spring 2013 Calendar

(TIME CARDS MUST BE APPROVED BY 4 PM EST OF THE DUE DATE)

Arrival in Washington, D.C.	01/10/13
HACU Orientation	01/11/13 & 01/12/13
Field interns depart Washington, D.C.	01/13/13
DC and Field Interns report to work	01/14/13
HACU forms due to HNIP office	01/18/13
Holiday – Martin Luther King Jr. – No Work	01/21/13
TIME CARDS & REPORTS DUE, PERIOD 1	01/25/13
Travel Reimbursement Receipts Due	01/25/13
1ST INTERN MEETING (MANDATORY)	01/31/13
➤ <i>Payday 1</i>	02/01/13
TIME CARDS & REPORTS DUE, PAY PERIOD 2	02/08/13
➤ <i>Payday 2</i>	02/15/13
Holiday – Washington’s Birthday – No Work	02/18/13
TIME CARDS & REPORTS DUE, PAY PERIOD 3	02/22/13
2ND INTERN MEETING (MANDATORY)	02/28/13
Mid-Term Evaluations Due	03/01/13
SUMMER 2013 APPLICATION DEADLINE	03/01/13
➤ <i>Payday 3</i>	03/01/13
TIME CARDS & REPORTS DUE, PAY PERIOD 4	03/08/13
➤ <i>Payday 4</i>	03/15/13
TIME CARDS & REPORTS DUE, PAY PERIOD 5	03/22/13
➤ <i>Payday 5</i>	03/29/13
3RD INTERN MEETING (MANDATORY)	04/04/13
TIME CARDS & REPORTS DUE PAY PERIOD 6	04/05/13
➤ <i>PAYDAY 6</i>	04/12/13
Spring Farewell Reception	04/18/13
TIME CARDS & REPORTS DUE, PAY PERIOD 7	04/19/13
Final Evaluations Due	04/19/13
FINAL TIME CARDS DUE FOR LAST WEEK OF WORK	04/26/13
Last day of Work	04/26/13
➤ <i>Payday 7</i>	04/26/13
Depart for home	04/27/13
Travel Reimbursement Receipts Due	05/03/13
➤ <i>Payday 8</i>	05/10/13