



OFFICIAL RESOURCE TOOLKIT

SANTA BARBARA COUNTY INTERNSHIP TOOLKIT

Complete Internship Resource Manual & Operational Blueprint



Produced & Maintained by:

Workforce Development Board of Santa Barbara County

Serving Regional Workforce Pathways Across Santa Barbara County

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Workforce Development Board of Santa Barbara County



Welcome Regional Business Leaders

This comprehensive manual equips employers across Santa Barbara County with operational frameworks, regulatory compliance safeguards, plug-and-play templates, and sector-specific internship models. Designed by the Workforce Development Board of Santa Barbara County, this toolkit ensures your internship program yields high operational return while cultivating local talent pipelines.

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How to Use This Manual

1. **Review Legal Safeguards:** Verify wage/hour rules and Workers' Compensation parameters before recruiting.
2. **Select a Program Blueprint:** Adapt rotational or defined-scope models for your sector.
3. **Deploy Forms & Templates:** Use ready-to-use job descriptions, onboarding checklists, and evaluation forms for seamless program execution.

Operational Implementation Guide

Local workforce resource directory & operational standards for Santa Barbara County employers

1. EMPLOYER GUIDELINES FOR INTERNSHIP SUCCESS

1. Designate a Dedicated Mentor

Ensure the intern has a specific point-of-contact mentor who can commit to a **mandatory 15-minute morning check-in** and an **end-of-day wrap-up** every single day. This keeps alignment tight.

2. Structure the "Grey Areas"

Maintain a running list of "When You Are Done" tasks (e.g., digitizing archives, filing, software modules) so interns remain productive during downtime.

3. Treat Them as Team Members

Include your intern in staff meetings, company lunches, and communication channels (Slack/Teams) to build professional ownership and engagement.

4. Prioritize Feedback Over Perfection

Conduct a brief midpoint evaluation and exit interview to provide actionable data on punctuality, communication, and work quality.

2. REGULATORY & LEGAL SAFEGUARDS

Unpaid internships must strictly comply with the U.S. Department of Labor Fair Labor Standards Act (FLSA) **"Primary Beneficiary Test"**. If the employer is the primary beneficiary, the intern must be paid minimum wage or higher.

Intern as Primary Beneficiary (Legal Unpaid)	Employer as Primary Beneficiary (Must be Paid)
Focus is on formal training and education tailored directly to the student.	The student immediately replaces regular employee operations or staff work.
Work schedule accommodates the student's academic calendar and exams.	Work flows strictly according to business operational demand and staffing shortages.
Clear written understanding that the role does not guarantee a permanent job.	Position is used as an uncompensated trial or probation period for hiring.

Workers' Compensation Note

- **High School Internships:** For school-sponsored programs (e.g., local High School District CTE pathways), the school district frequently carries structural liability.
- **Independent College Hires:** Ensure the intern is explicitly added to the company's Workers' Comp insurance policy.

3. PLUG-AND-PLAY OPERATIONAL TEMPLATES

A. "First Day" Orientation Checklist

- ☐ Facility Safety Tour & Emergency Exits
- ☐ Team Introductions & Workstation Setup
- ☐ Credentials & Software Access
- ☐ Culture Overview & Email/Phone Etiquette

C. Evaluation Categories (1–5 Scale)

- **Punctuality & Reliability:** On-time shifts.
- **Communication:** Proactive updates.
- **Problem-Solving:** Critical thinking.
- **Professionalism:** Respects workplace rules.

B. Weekly Goal Tracker Matrix Template

Core Weekly Objective	Daily Tasks Required	Skill Practice Focus
Example: Compile inventory data	Perform daily counts, update spreadsheet logs	Data precision, Excel efficiency
[Manager Insert]	[Manager Insert]	[Manager Insert]

Guidelines for Hosting an Effective Internship Program

Program lifecycle, developmental timeline, feedback loops, and corporate ROI metrics

A successful internship program requires a deliberate balance between corporate operational output and student educational development. This guide outlines the structural lifecycle required to build a repeatable, high-ROI program.

1. PHASE 1: PROGRAM DESIGN & STRATEGIC ALIGNMENT

Anchor the Role in a Core Bounded Project

Do not hire an intern to manage miscellaneous administrative work. They should maintain ownership over a distinct project they can complete by the end of their term (e.g., auditing an inventory node, mapping an operational workflow, or developing a localized social media kit).

Establish the Daily Touchpoint Rule

Ensure the designated mentor commits to a mandatory 15-minute morning check-in and 15-minute afternoon wrap-up every single day. This consistency keeps the intern aligned and prevents wasted operational hours when stuck on simple roadblocks.

2. PHASE 2: ONBOARDING & THE DEVELOPMENTAL MILESTONE MINDSET

A standard 10-to-12-week student internship should progress through clear developmental phases to optimize learning and output:

Timeline	Phase Focus	Expected Actions & Key Milestones
Weeks 1–3	Shadowing & Foundations	The intern observes standard operations, completes required safety/compliance modules, and learns core workflow software.
Weeks 4–7	Co-Pilot Execution	The intern executes tasks with close manager oversight. They draft reports, manipulate data, or operate production systems with coaching loops.
Weeks 8–12	Autonomy & Capstone Delivery	The intern operates independently on their core bounded project, culminating in a formal presentation to company stakeholders outlining deliverables.

3. PHASE 3: THE STRUCTURED FEEDBACK LOOP

Mid-Term Evaluation (Weeks 5–6)

Conduct a formal review at the halfway mark. Focus on soft-skill behavioral course corrections (professionalism, communication, teamwork) so the student has ample opportunity to adapt before the program ends.

Exit Appraisal (Final Week)

Complete a cumulative evaluation. Provide the student with a signed physical copy to serve as an asset for their academic portfolios, resume applications, or recommendation letters.

4. PHASE 4: MEASURING PROGRAM ROI

- **Talent Pipeline Conversion Rate:** Track the percentage of interns who convert into part-time staff, full-time hires, or return for consecutive seasonal terms.
- **Manager Capacity Gained:** Audit whether regular senior staff were unburdened from routine data, administrative, or operational tasks to focus on strategic growth.
- **Project Delivery Impact:** Evaluate if capstone deliverables successfully streamlined a bottleneck or surfaced usable corporate data.

Guide to Supporting First-Time Workers & Interns

Target Audience: Supervisors, Mentors, and HR Managers

First-time interns (often high school or early college students) don't just lack technical skills—they lack professional context. Behaviors that senior staff take for granted must be explicitly taught and guided during their acclimation.

1. DEMYSTIFYING THE "UNWRITTEN RULES" OF THE OFFICE

Communication Etiquette

Explain when to send an email vs. direct message (Slack/Teams) vs. speaking in person. Provide standard text templates for emailing executives.

Attendance & Notification Protocol

Explicitly state who they must notify, by what time, and via what channel (phone call vs. text vs. email) if they are going to be late or absent.

Cell Phone Boundaries

Avoid blanket bans which feel restrictive and cause friction. Set a clear objective standard:

"Cell phones should be out of sight during meetings, collaborative sessions, and priority tasks, but checking them during scheduled breaks is acceptable."

2. SHIFTING FROM VAGUE DIRECTIVES TO ACTIONABLE CHECKLISTS

Experienced workers naturally operate well under ambiguous commands like *"Look over this dataset and clean it up."* First-time workers will frequently freeze because they lack context.

The Task-Criteria-Example Framework

Task	Filter this week's inbound customer spreadsheet.
Criteria	Delete any rows missing a primary phone number, and highlight duplicate company names in light yellow.
Example	Physically walk them through a 3-row sample of a perfectly completed spreadsheet before handing over the project.

3. PROACTIVELY MANAGING "IDLE TIME"

The Solution: "When-You-Are-Done" Task Bank

Maintain a permanent, documented ledger of low-stakes, ongoing initiatives that the intern automatically pivots to when idle:

- Sorting, cataloging, or digitizing historical physical files or archives.
- Completing standard professional software tutorials (Excel, Google Analytics, CRM).
- Proofreading external marketing collateral or checking broken website links.

4. PROVIDING PSYCHOLOGICAL SAFETY & MENTORSHIP

Normalizing Mistakes

Frame errors as training scenarios rather than performance failures to build confidence.

The Power of "Why"

Explain how their specific work impacts broader company goals or customer experience.

Sector-Specific Internship Models & Scopes of Work

Customized blueprints and daily task structures for Santa Barbara County core industries

1. AGRICULTURE & AGRIBUSINESS (PRODUCE, WINE, FOOD PROCESSING)

Agriculture is a foundational pillar of the Santa Barbara County economy. Student interns support workflows ranging from logistics to data science.

Model 1: Rotational Internship – Supply Chain & Operations

Overview: End-to-end agribusiness understanding. The intern rotates across critical production nodes every 2–3 weeks.

Rotation Schedule: Weeks 1-2: Field Operations & Cultivation | Weeks 3-4: Food Safety, QA & Compliance | Weeks 5-6: Logistics, Cold Storage & Distribution.

Daily Tasks: Morning "yard walks" with logistics managers; logging harvest yields, crop weights, and temperatures into farm management systems; auditing field sanitation logs.

Core Intern Project: The "Cooling-to-Dock" Efficiency Map. Shadowing produce from field to shipping, documenting timestamps to identify process delays.

Model 2: Defined Scope – Ag Tech / Precision Agriculture Assistant

Overview: Embedded within agronomy or tech department executing a focused data-driven initiative.

Daily Tasks: Checking and verifying battery levels of soil sensors; pulling raw irrigation data to flag anomalies; capturing drone/smartphone crop photos.

Core Intern Project: Water Consumption Dashboard. Aggregating sensor data into a visual dashboard highlighting over/under-irrigated acreage blocks.

2. ADVANCED MANUFACTURING & BIOTECH (MEDICAL DEVICES, TESTING LABS)

With technical pioneers and aerospace suppliers, Santa Barbara County boasts a robust high-precision technical manufacturing footprint.

Model 1: Rotational Internship – Plant Operations & Engineering

Rotation Schedule: Weeks 1-2: R&D / Lab Testing | Weeks 3-4: Assembly & Robotics Calibration | Weeks 5-6: Inventory & Tech Docs.

Daily Tasks: Shadowing assembly line techs to log machine downtime; filling out equipment inspection checklists; organizing physical blueprints and manuals.

Core Intern Project: SOP Visual Modernization. Redesigning text-heavy SOP manuals into visual quick-reference guides with clear photographs.

Model 2: Defined Scope – Quality Control (QC) Support Specialist

Overview: Embedded with Quality Control focusing on data precision and compliance.

Daily Tasks: Pulling random sample batches from production; calibrating lab scales/pipettes under supervision; verifying raw material certificates against vendor requirements.

Core Intern Project: The 5S Workplace Audit. Leading a "5S" organization project for QC sample storage and creating a 5-minute daily cleanup checklist.

Sector Models (Healthcare & Hospitality)

Blueprints for Healthcare Administration and Hospitality / Wine Tourism

3. HEALTHCARE & SOCIAL SERVICES (NON-CLINICAL)

Driven by community health centers and clinics, healthcare is a vital regional employer sector. Due to HIPAA guidelines, student internships focus primarily on patient experience and administration.

Model: Defined Scope – Healthcare Administration & Patient Experience Intern

Overview: Based out of central administrative clinic offices supporting daily community health operations and patient onboarding.

Daily Tasks & Focus Areas:

- Stationing at clinic lobby to guide incoming patients through digital check-in kiosks or iPad registration forms (frequently providing bilingual support).
- Answering non-emergency phone lines, routing calls, and taking detailed administrative messages.
- Stocking lobby brochure racks with public health materials and ensuring waiting areas remain organized.

Core Intern Project: Community Resource Directory Audit. Researching, calling, and verifying hours/intake requirements for local Santa Barbara County nonprofits into an updated directory sheet for clinic caseworkers.

4. HOSPITALITY, WINE TOURISM, & CULINARY ARTS

World-class viticulture and unique regional culinary heritage make hospitality a dynamic sector for developing client relations and business acumen.

Model: Rotational Internship – Hospitality & Event Management

Overview: Focuses on developing soft skills, customer service, business management, and regional marketing acumen.

Rotation Schedule:

- *Weeks 1-2:* Front of House / Guest Services & Reservations.
- *Weeks 3-4:* Back of House / Event Prep & Inventory Logistics.
- *Weeks 5-6:* Marketing, Social Media, and Group Sales Outreach.

Daily Tasks & Focus Areas:

- Checking and updating local tourism calendars with upcoming weekend events.
- Conducting morning physical counts of retail merchandise, wine bottles, or catering supplies.
- Assisting tasting-room or front-desk staff with setting up tasting flights, menus, and seating charts.

Core Intern Project: "Experience Santa Barbara County" Social Media Kit. Building a photo/video marketing library, interviewing a chef or winemaker, and drafting a caption calendar targeting regional tourists.

Sample Internship Job Descriptions

Customizable position templates for Santa Barbara County economic sectors

These ready-to-use job description templates are tailored specifically to the Santa Barbara County economic ecosystem. Employers can customize bracketed text [] to align with company specificities.

1. Agriculture & Agribusiness Role

Job Title: Agribusiness Operations & Supply Chain Intern (Rotational)

Company: [Company Name] | **Location:** Santa Barbara County, CA

Position Type: Part-Time / Full-Time (Seasonal) | **Reports To:** Operations Manager

Position Overview: [Company Name] is seeking a motivated student intern to experience our agribusiness operations from field to market. This rotational role offers a holistic view of the Central Coast agricultural supply chain across Field Operations, Food Safety/QA, and Logistics.

Daily Responsibilities & Duties:

- *Field Ops:* Accompany field supervisors to log crop maturity, track weather impacts, and map harvest schedules.
- *Food Safety & QA:* Perform daily facility inspections, audit sanitation logs, and ensure regulatory compliance.
- *Logistics:* Work alongside shipping to audit inventory counts in cold storage and verify bills of lading.

Key Project: Supply Chain Mapping Project (track product from harvest to dispatch and propose bottleneck solution).

Qualifications: Enrolled in High School/College Ag or Business program; comfortable in office and outdoor field settings; Excel proficiency; Bilingual (English/Spanish) is a plus.

2. Advanced Manufacturing & Biotech Role

Job Title: Quality Control (QC) Support Specialist Intern (Defined Scope)

Company: [Company Name] | **Location:** Santa Barbara County, CA

Position Type: Part-Time (15–20 hours/week) | **Reports To:** Quality Control Manager

Position Overview: Join our technical production team to learn quality compliance in a modern manufacturing environment. Embedded directly within QC, focusing on data precision, testing preparation, and laboratory organization.

Daily Responsibilities & Duties:

- Pull random product samples from assembly line and log batch numbers into internal QC system.
- Prep and sanitize laboratory measurement tools, pipettes, and scales under technician supervision.
- Audit incoming raw material certificates against vendor requirements and update safety logs.

Key Project: Laboratory 5S Transformation (own organizational redesign of QC storage room using 5S framework).

Qualifications: Current STEM/Manufacturing Tech student; high attention to detail; ability to lift up to 25 lbs and follow strict PPE protocols (safety glasses, steel-toed boots).

Sample Job Descriptions (Cont.)

Healthcare & Social Services and Hospitality & Wine Tourism Templates

3. Healthcare & Social Services Role

Job Title: Healthcare Admin & Patient Experience Intern (Non-Clinical)

Company: [Clinic/Organization Name] | **Location:** Santa Barbara County, CA

Position Type: Part-Time (Flexible schedules) | **Reports To:** Clinic Operations Supervisor

Position Overview: Step into community healthcare administration. This non-clinical internship focuses on optimizing patient care delivery, front-of-house operations, and community outreach resource linkage.

Daily Responsibilities & Duties:

- Greet patients in lobby and provide technical assistance navigating digital check-in kiosks or iPad forms.
- Manage high-volume phone routing and take detailed administrative messages.
- Keep public health literature, bilingual brochure racks, and lobby signage organized and up to date.

Key Project: The Community Resource Bridge (research and compile updated local directory for caseworkers).

Qualifications: Interest in public health or business admin; excellent interpersonal skills; **Required: Bilingual fluency in English and Spanish or Mixteco;** pass background check & adhere to HIPAA.

4. Hospitality & Wine Tourism Role

Job Title: Hospitality & Event Management Intern (Rotational)

Company: [Winery/Hotel/Venue Name] | **Location:** Santa Barbara County, CA

Position Type: Part-Time (Includes weekend shifts) | **Reports To:** Hospitality/Tasting Room Manager

Position Overview: Discover Santa Barbara County tourism and hospitality. This rotational role gives comprehensive experience in front-of-house guest relations, event logistics, and regional tourism marketing.

Daily Responsibilities & Duties:

- *Guest Services:* Assist with check-ins, reservations, and setting up dining, tasting, or event seating areas.
- *Operations:* Conduct morning physical counts of retail merchandise, wine bottles, and event supplies.
- *Marketing:* Monitor community calendars and list upcoming events to drive regional tourism engagement.

Key Project: Local Tourism Media Kit (capture photo/video library and draft 5-post social media campaign).

Qualifications: Hospitality/Marketing/Business student; outgoing customer service passion; standing stamina; must be 18+ years of age (winery environment compliance).

Student Intern Mid-Term Evaluation Form

Constructive coaching appraisal conducted at the 50% term mark

Instructions for Mentor/Supervisor: Schedule 15–20 minutes with your intern halfway through their term to review this evaluation. Use this as a coaching session to celebrate wins and realign expectations.

Student Name:	_____	Evaluation Date:	_____
Company Name:	_____	Supervisor/Mentor:	_____

Performance Rating Scale: 1 = Needs Improvement | 2 = Developing | 3 = Meets Expectations | 4 = Exceeds Expectations | 5 = Exceptional

Core Competency	Rating (1-5)	Supervisor Notes & Observations
Punctuality & Reliability Arrives on time, manages hours, communicates shifts.	[]	
Communication Skills Asks clarifying questions, listens, provides updates.	[]	
Quality of Work Attention to detail, accuracy, takes pride in output.	[]	
Initiative & Problem Solving Attempts minor problem solving, seeks work when idle.	[]	
Professionalism & Attitude Follows dress code, safety rules, positive team rapport.	[]	

1. What are the intern's top 2 strengths observed during the first half of the term?

[Type supervisor response here]

2. Identify 1–2 specific areas where the intern can focus on improving before conclusion:

[Type supervisor response here]

3. Status Check on Core Intern Project (On track? Support needed?):

[Type supervisor response here]

SUPERVISOR SIGNATURE & DATE

STUDENT INTERN SIGNATURE & DATE

Student Intern Exit Evaluation & Summary Form

Final cumulative appraisal, career readiness review & portfolio asset

Instructions for Mentor/Supervisor: Complete this assessment during the intern's final week. This document serves as a permanent record of achievement and career readiness feedback for the student's portfolio.

Student Name:	_____	Evaluation Date:	_____
Company Name:	_____	Supervisor/Mentor:	_____

Final Rating Scale: 1 = Unsatisfactory | 2 = Needs Development | 3 = Proficient | 4 = Commendable | 5 = Outstanding

Core Competency	Rating (1-5)	Final Comments & Specific Examples
Punctuality, Reliability & Attendance	[]	
Oral & Written Communication	[]	
Technical Aptitude & Learning Speed	[]	
Critical Thinking & Problem Solving	[]	
Professionalism, Teamwork & Ethics	[]	
Core Project Completion Quality	[]	

1. Major Accomplishments & Key Project Deliverables:

[Describe primary project, deliverable, or operational contribution]

2. Recommendation & Future Career Outlook:

[Technical or professional fields student is best suited for]

3. Constructive Advice for Future Professional Growth:

[Overarching advice as student enters the permanent workforce]

Industry Recommendation (Optional)

Would you consider this intern for future regular employment or an advanced apprenticeship?

☐ Yes, absolutely ☐ Yes, with additional training ☐ No

SUPERVISOR SIGNATURE & DATE

STUDENT INTERN SIGNATURE & DATE