

Building an Internship from the Ground Up!

UnitedHealthcare Community & State

John Camperlino & Sloane Cargen

About Me

John Camperlino

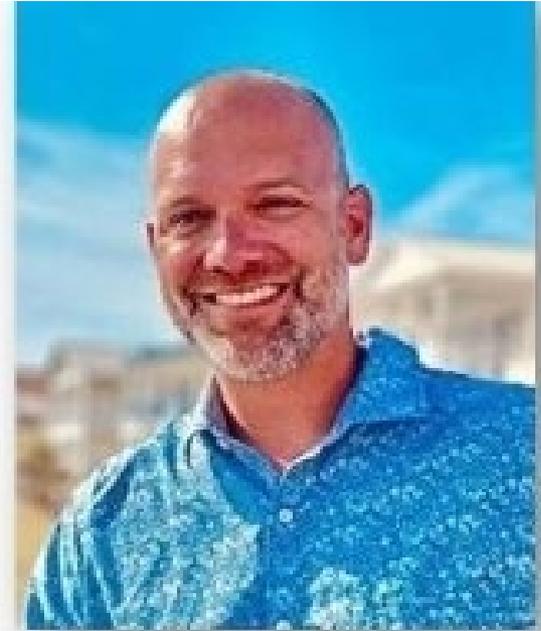
LTSS Employment Strategy Director

UnitedHealthcare Community & State

Tennessee Health Plan

13 Years Serving I/DD

Employment First and the **Power of Employment!**



UHC Pathways Overview



- Created by UnitedHealthcare in Tennessee to offer a paid internship program for people with disabilities
- Interns identified through school systems, current members, or state partners
- Interns are paired with a trained mentor or mentors
- Total inclusion
- PT/20 hours per week, fully virtual

Our Why



Where Do We Begin?

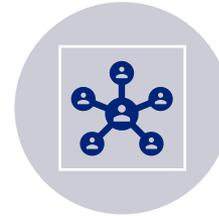
- Create a buzz... Present our concept and goals to leadership for approval with proposed budget
- Share timeline with achievable goals
- Identify internal internship “Champions”
- Human capital efforts and education for inclusive hiring
- Who will we serve?
- Emphasis on our people, our culture, and building the right team



Approval to Day 1 – “We have the green light.”



1. Internal Work
and Commitments



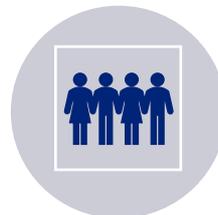
2. Connect with
Intern Candidates
and Supporters



3. Review
Applicants



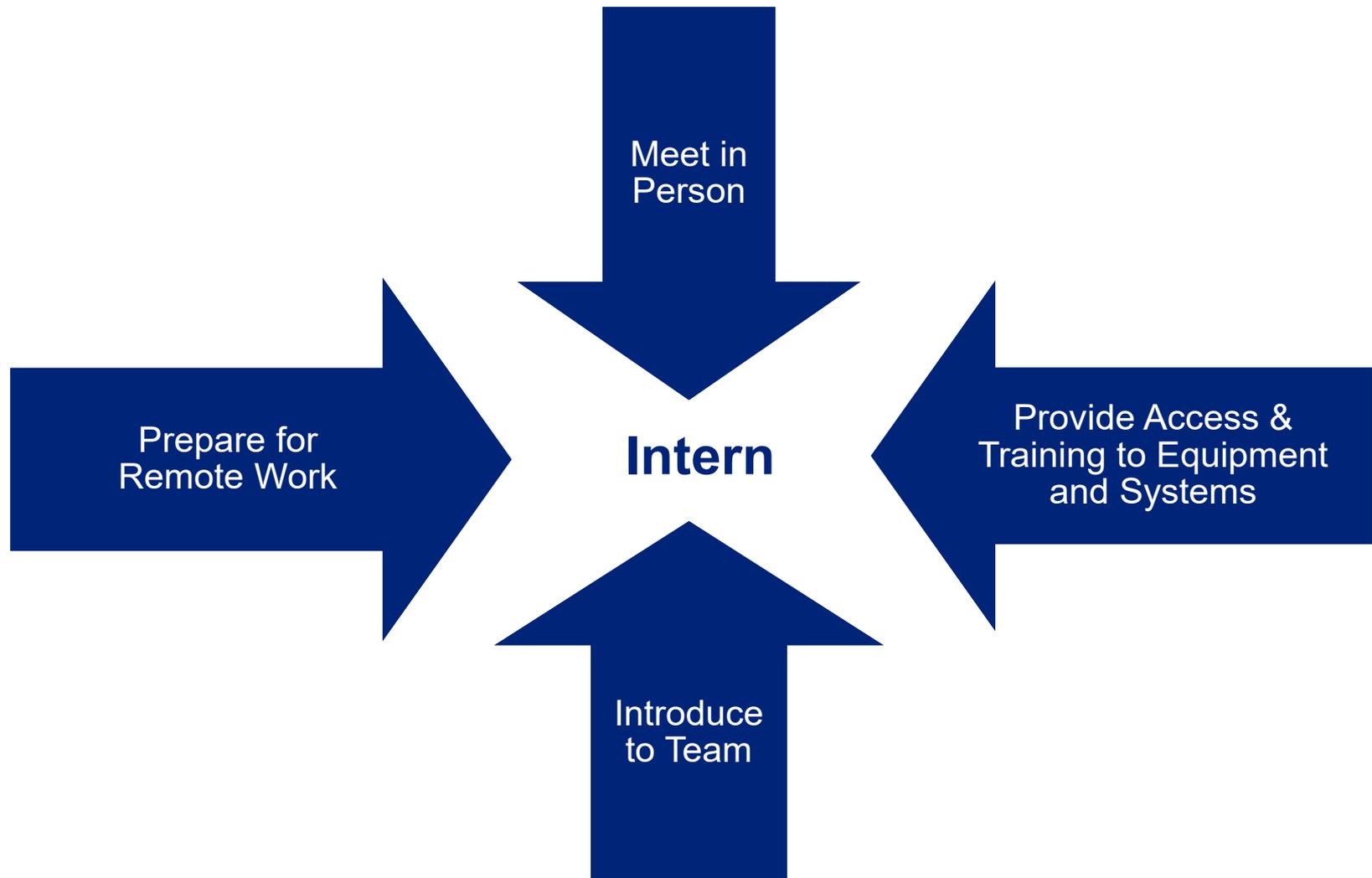
4. Interviews



5. Intern Selection



Orientation - Week 1



Ongoing Support



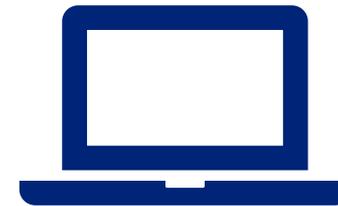
Bi-monthly calls



PRN strategy calls as needed



Emphasis on continued skill development and learning



Virtual Shadowing



Strong Mentors = Strong Experience



Willing to learn
and lead



A “day 0” mentor



Strong time
management



Create resources
around different
learning styles



The Voice of the Mentor...





Mentor Goal:

Facilitate an authentic learning experience by meeting the person where they are

- Learn intern specifics through collaboration and observation.
- Build rapport
- Be open to learning and growing as well

The Voice of the Mentor...



UHC Pathways Today

- Session three of interns graduated in March 2023
- Partnered with five internal teams and growing
- Three interns have gained permanent employment at UnitedHealthcare
- Only MCO-based internship program for people with disabilities in TN to be paid and 99% virtual
- Continued support from internal teams and LTSS leadership



Final Thoughts

- Let your “Why” guide you
- Be flexible
- Understand the value beyond the cost
- Empower and harness the potential in current employees
- Don’t box yourself in
- Let interns create their paths through exploration and exposure





Voice of the Intern

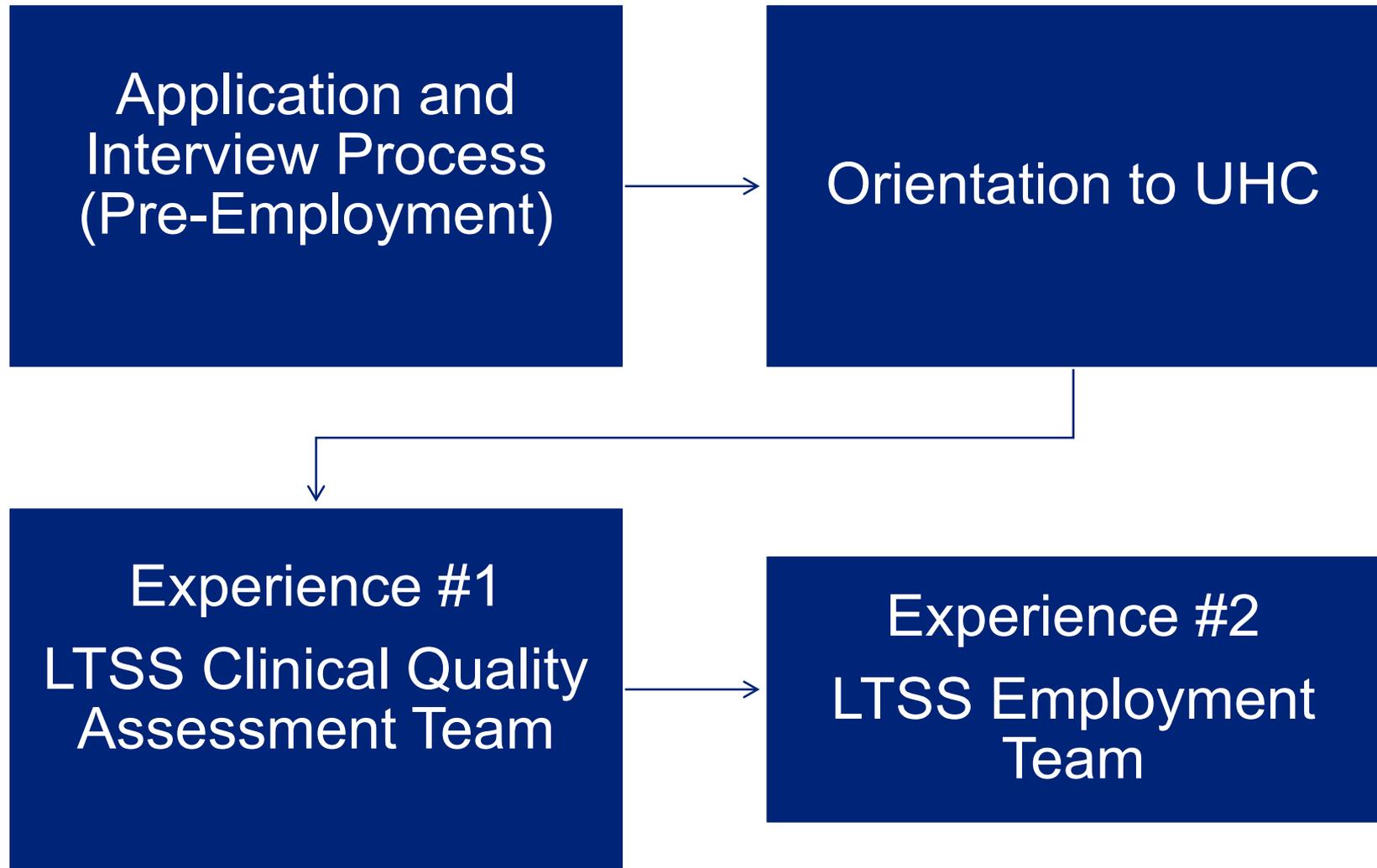
Sloane Cargen – UHC Pathways Graduate
and Peer Support Coach

United
Healthcare®

About Me



My Pathway



Pre-Employment Process

Submitted Application

Interview

Internship Offer



Orientation



Work Culture



Systems



Getting to
Know my
Team



Online
Learning



Work Skills Learned – Experience #1



Working and Communicating Remotely



Software Systems



Technical Processes and Review



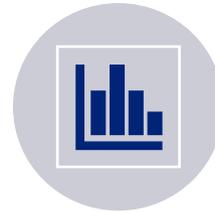
Presentation Skills



Work Skills Learned – Experience #2



LTSS
Employment
Services
Education



Employment
Data Research
Project



Training and
Development of
UHC Teams



Presentation
Development
Skills



Professional Experience Gained

Microsoft Office and Virtual Work

Team Collaboration

Disability Advocacy

LTSS Employment Services and Supports for
People with Disabilities



Personal Lessons Learned



Work Culture



What I Enjoy
and Don't
enjoy

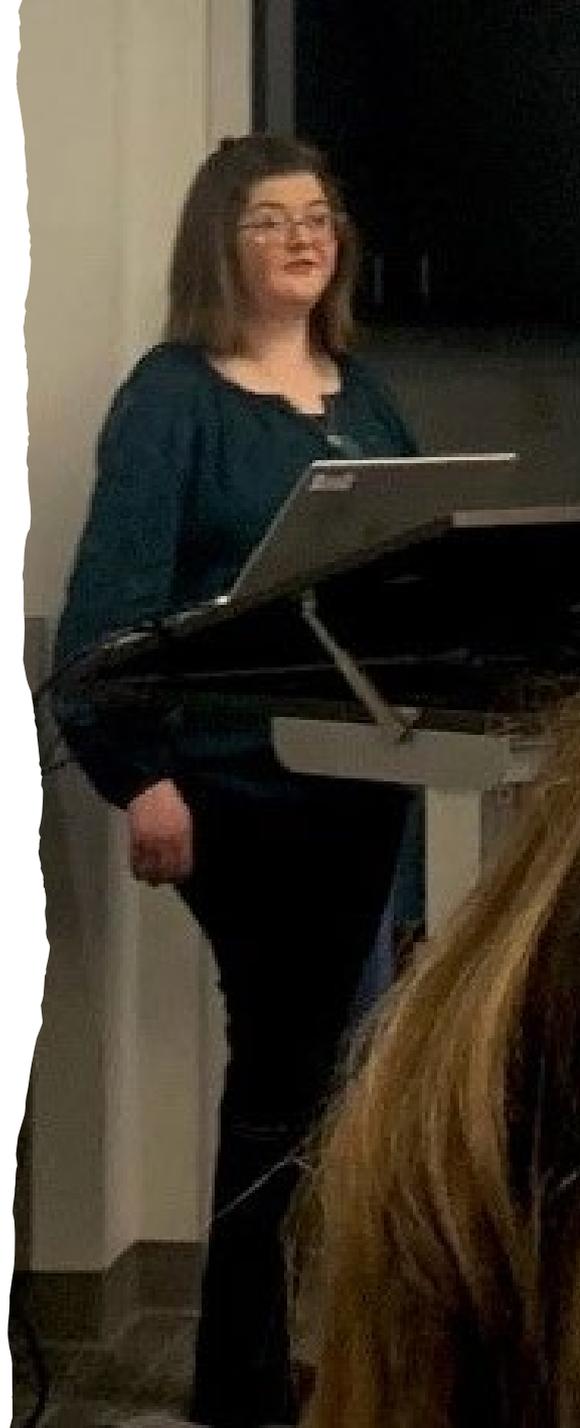


Confidence



Self-
advocacy

Graduation!



served.



Goals and Next steps

- Independent living to support career development
- Sense of purpose
- Building a career that I am proud of
- Sharing opportunities



Thank You!

Sloane Cargen
UHC Pathways Graduate
Peer Support Coach - IMAG

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Thank you!

