

KRCC Internship Manual



*An Internship
in Clinical Psychology*

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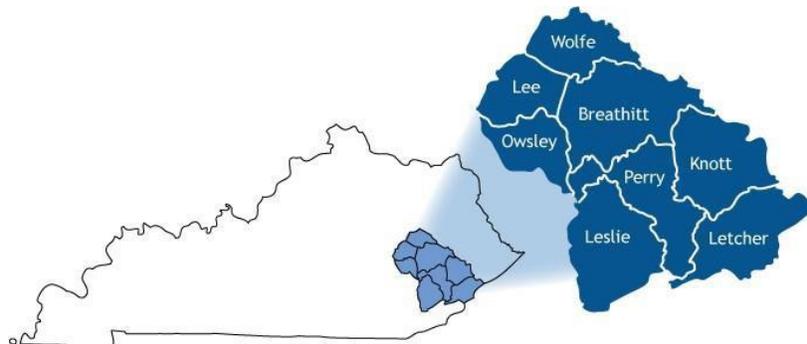
www.krcccares.com

Kentucky River Community Care, Inc.

An Internship in Clinical Psychology

Internship Manual

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Note: This manual is a summary of intern activities and program expectations to provide general information regarding the internship. All topics discussed herein are subject to change throughout the course of the internship year. The complete policies and procedures that govern interns are found in the policy and procedure manual for Kentucky River Community Care (KRCC). KRCC participated in the APA accredited Rural Appalachian Consortium, formerly East Kentucky Pre-doctoral Internship Program from 1998 to 2011. This manual reflects the same guidelines developed for KRCC's role as a member of that consortium.

Introduction

Kentucky River Community Care, Inc. (KRCC) is a Community Mental Health Center (CMHC) organization located in the heart of the Appalachian Mountains. The rural areas served offer challenging training opportunities for clinical psychology students. The internship was developed in response to the under-served needs of the area's population. The structure of the program presents interns with a wide variety of learning experiences.



Philosophy and Training Objectives

The internship program at KRCC was developed in response to identified mental health needs in rural Appalachia, the residents of which have traditionally been underserved. Rural settings create unique demands on mental health professionals and specific training ensuring clinical competency to work with rural populations is essential. The mission of KRCC's internship program is to provide training in a rural area and encourage practitioners to choose this or a similar rural area for their future practice.

The internship program is committed to offering a rural practitioner model of training within an isolated region through community mental health services. A rural treatment setting requires generalist skills that include the assessment and treatment of a population representing all developmental stages with diverse psychological needs and a wide range of symptom severity. It is also necessary in rural settings for psychologists to serve as mental health experts in providing education to staff, community members, and local agencies. Additionally, rural psychologists are typically required to fulfill many administrative and supervisory roles relatively early in their careers, due to the underserved nature of rural communities.

KRCC conceptualizes the internship year as an experience dedicated to translating theory, knowledge, and scientific inquiry into practice. Thus, KRCC seeks to provide generalist training, emphasizing a breadth of skill while preparing professional psychologists to meet the needs of the underserved through a philosophy closely aligned to the "local clinical scientist" model (Stricker, G., & Trierweiler, S.J., 1995. *The Local Clinical Scientist: A Bridge Between Science and Practice*. *American Psychologist*, 50, 995-1002). This process of inquiry, while grounded in and guided by general knowledge, is dominated by the needs of the client. In this rural setting, we begin by focusing on client needs and applying relevant scientific knowledge and clinical interventions to those needs.

KRCC's training goals and objectives center around skill development with rural clients and the necessary formulation of an appropriate clinical and experiential knowledge base required to function independently in a rural setting to provide the following:

- Training within a generalist framework emphasizing a breadth of clinical skills, including competence with a wide range of assessment strategies and empirically validated treatment interventions for a diverse rural population.
- Experiences facilitating the development of a professional identity congruent with the practice of clinical psychology in a rural area. Interns will be able to: 1) identify relevant ethical issues when conceptualizing and formulating treatment interventions; 2) interact with other mental health professionals in a variety of roles, such as consultant, supervisor, or multidisciplinary team member; 3) treat individuals presenting with a range of problems; and 4) develop and explore professional and research interests.
- Training in both Appalachian culture and the specialized needs of rural communities, enhancing the intern's understanding of cultural and individual differences as they impact assessment and treatment within rural Appalachian and non-Appalachian populations.

Overview of the Internship

KRCC's rural practitioner model of training emphasizes an experiential method of learning, of which clinical assessment, treatment, and crisis management are critical components. KRCC endeavors to provide a balanced set of learning experiences, including involvement with crisis management and emergency room triage/evaluation services to facilitate outpatient treatment referral and/or inpatient hospitalization.

Interns provide both assessment and treatment services in a variety of different settings throughout the training year.

Opportunities are available to work with children and adolescents in a crisis stabilization unit, as well as to gain experience in working with physical and sexual abuse trauma survivors, elderly clients with both dementia and superimposed psychiatric disorders, individuals with intellectual disabilities/developmental disabilities, substance abusers, and the chronically mentally ill. Interns are required to work 40 hours/week under close supervision with frequent opportunities to directly observe psychologists performing clinical functions. As interns progress, they are expected to assume an increasingly independent role in working with clients. Specialty interests of interns are considered while being matched with supervisors, with hopes of

finding congruent interests and goals. The primary focus of training, however, is the refinement of generalist skills.

The KRCC internship program requires interns to possess a master's degree in the field of psychology from a regionally accredited university so that they may meet the requirements of the Kentucky Board of Examiners of Psychology to become "Licensed Psychological Associates" (LPA). The LPA designation allows interns to participate in the gamut of clinical work available to psychologists functioning within our CMHC. The program assists interns in completing the application process with the Kentucky Board and provides financial support for paying licensure application fees. Interns may further choose to prepare for the national licensure exam, EPPP, at some point during the training year, which will support career development beyond their pre-doctoral experience.

Administrative Structure

The internship is governed by an internship training director and an internship committee. The nature of the internship is such that certain decisions need to be discussed by all internship committee members before a decision can be reached. If an intern has an administrative question, this question should first be directed to the intern's primary supervisor. If the question cannot be answered by the supervisor, the intern should bring the issue up at the monthly internship meeting so that it can be discussed jointly by the internship committee. If the question is such that it needs to be answered sooner than the internship meeting would allow, the intern should ask their supervisor to communicate the question to the committee members via email.

Interns are provided administrative, clerical, and technical support, as is provided to all other full time employees at KRCC. This support includes, administrative supervision, client scheduling, filing and medical record maintenance, claims processing, technical support with computers, and other administrative services.

Professional Demeanor

The interns are expected to conduct themselves in a professional manner at all times. Interns should adhere to the dress code at KRCC, which typically includes "business casual" attire including pants, dress shirts, skirts and blouses, for example, rather than jeans and t-shirts. The dress code is described more fully in the Policy and Procedure Manual of KRCC. Interns should always clearly identify themselves as psychology interns to both clients and other staff.

Orientation

During the first two weeks of the internship, interns will be in orientation. Interns attend new hire orientation and are provided with training on services available within the agency and the basics of documentation and reporting. It is during these initial weeks that the interns shadow other psychologists and providers, gradually beginning the development of their caseload. They are introduced to the agency facility sites that have significance to the internship through tours provided by staff.

Intern Schedule

Summary of Hours

Although each intern's daily/weekly schedule may vary by rotation, the following chart represents an approximation of how time may be allocated. All interns will provide services at both outpatient and residential settings.

Client Contact.....	30%
Documentation/Paperwork.....	30%
Training/Supervision.....	20%
Meetings.....	15%
Research.....	5%

The following are activities for all interns throughout the internship year:

<u>Event</u>	<u>Day</u>	<u>Time</u>	<u>Location</u>
Didactic Seminars	Friday	3:00-5:00	Perry Board Room
Group Supervision	Monday	4:00-6:00	TBD
Internship Meetings	First Tues. every month	8:00-10:00	Group Room A
Staff Meeting	As announced	8:00-9:00	Perry Outpatient

Other typical daily tasks at KRCC include:

- Individual Therapy Sessions
- Family/ Couples Therapy Sessions
- Facilitating Groups
- Psychological assessment
- Emergency Room Triage
- Medical Record/ paper work

Seminars and Additional Training Opportunities

Didactic Seminars and Presentations - Training seminars are an integral part of the internship experience and provide interns with opportunities to interact with peers and professional staff. Topics are determined by intern interest, areas of staff expertise, consultant specialization, and identified areas of concern. As interns progress, they will participate in and facilitate training seminars by offering a case presentation, research presentation, and group topic/clinical presentation. Interns are encouraged to make suggestions for desired topics early in the year and to assist in acquiring presenters with whom they may have professional or academic relationships.

Relevant State and Local Presentations - When appropriate, interns are provided continuing education time for attending Kentucky Psychological Association sponsored presentations, presentations by local community colleges, hospital or other mental health centers, and meetings of professional associations. These trainings may be substituted for the regularly scheduled didactics.

Research

While research is not a required component of the internship program, interns are encouraged to explore their own research ideas and interests as time permits. Interns are afforded access to a number of valuable resources to assist in literature searches, such as the ARH Medical Center library where various research databases are located, as well as interlibrary loan services, and hospital no-cost Internet access. Hazard Community and Technical College library is also available to community patrons. Prior to graduation, interns complete a research presentation demonstrating their ability to formalize research questions, gather/analyze data, and apply/present their findings. Both original data obtained during the internship year or data utilized in an intern's doctoral program dissertation may be used to satisfy this requirement.

Financial Assistance

Each of the available three (3) intern slots is allotted an annual stipend of \$23,660. All interns are employed by Go-Hire, the employment agency that serves KRCC, during the internship year. Interns receive employee benefits including health-care insurance coverage with options to add

spouses/dependents at the intern's expense, participation in a 401-k program, holiday and PTO leave. When traveling to distant work sites outside of Hazard, KY, interns receive mileage reimbursement, both to and from their work destination, as regulated by agency policy.

Vacation and Sick Time

Interns are allotted PTO and Holiday time as full time employees of Go-Hire as summarized below:

- PTO time is accrued during the year per agency policy and can be used by interns as soon as it is accrued.
- If an intern needs to call in sick, s/he should notify his/her supervisor and complete a leave request form to be turned in with the corresponding time sheet.
- It is requested that interns provide as much notice as possible prior to any scheduled medical procedure that will require the use of PTO.
- PTO time cannot be utilized within the last two weeks of internship.

It should be noted, if an intern uses all or even most of the PTO time allotted, that individual would not be able to complete the requirements for internship in the expected 12-month time frame. It is each intern's responsibility to ensure that PTO time is used in a way that allows for the completion of the required 2,000 total internship hours

Interns are employed by Go-Hire, the employing company of KRCC with the title "Psychology Intern" which is a "Professional Employee Classification". The intern is expected to work a "minimum" of 40 hours per week with this classification and may work up to 42 hours per week without supervisor approval to count toward their 2,000 hour internship requirement. They may not plan to work excessive overtime to permit for greater use of vacation time, as it is important for interns to participate in the daily treatment process. This classification provides a monthly accrual rate of 1.66 PTO days resulting in a total entitlement of 20 days per calendar year. Eight of the 20 days are allocated toward holidays. Thus, 12 days are available to be used as requested.

It is also possible for an intern to work on a holiday if they would choose to do that and take off another day, if their supervisor approves. Under special extenuating circumstances and with prior approval of the internship training director, an intern may work more than the 42 hours per week to count toward the 2,000 hour internship requirement. The intern is reimbursed at the end of the internship year for any unused PTO time.

Allocation of Internship Hours over one 12-month period working 40 hours per week:

Total Internship Hours.....2,000
Total PTO Hours80
52 weeks at 40 hours/week.....2,080 (10 days PTO plus pay for 10 days not used)

Allocation of Internship Hours over one 12-month period working 41.54 hours per week:

Total Internship Hours.....2,000
Total PTO Hours 160
52 weeks at 41.54 hours/week2,160 (20 days PTO and no reimbursement)

Dissertation Release Time

Interns may use 5 days (40 hrs) of dissertation time during the internship year. This time must be taken as PTO, but hours will be credited towards total internship hours. A maximum of 40 dissertation hours may be credited towards an intern's total internship hours.

Internship Requirements

Eligibility

Applications are welcomed from qualified doctoral students in Clinical or Counseling psychology programs, who have completed a relevant educational curriculum and obtained a master's degree in psychology as required for state licensure at the master's level in Kentucky, who have gained practicum experience with a minimum of 400 direct client contact hours, and who have endorsement of their clinical training director. All eligible applicants will be considered without regard to race, ethnic origin, gender, age, religion, sexual orientation or physical disability.

Intern Selection

The intern's experience as reported on his or her APPI is reviewed and rated on an internal rating form by two or more members of the training committee. Several areas rated reflect the program's effort to identify interns with experiences that will prepare them to be a successful part of a CMHC. The number of direct hours and amount of experience at CMHC's similar to those of the internship program is considered. Experience working in a rural environment is assessed based on reports contained in the APPI and on the applicant's vitae. Interest and desire to work with a rural underserved population is assessed based on the content of an applicant's essays and cover letter. Once all interns who meet the basic requirements have been ranked, a cutoff number is chosen based on the number of qualified applicants and the number of available interview slots. Interns scoring at or above the cutoff number are offered an interview. During the interview process interns meet individually with two or more members of the training committee and are

further evaluated and rated with an emphasis on identifying interns who possess clinical skills, experience, and demonstrate interest in a rural client population to the degree necessary for successful participation and completion of this training program. Internship applicants are then ranked on a rank order list that is submitted to National Matching Services according to APPIC policies.

Hours

For successful completion of internship, interns must document a specified number of hours spent in the following activities:

Total internship hours..... 2000
Direct client contact hours..... 600
1:1 Supervision hours.....100

To obtain the required number of hours, interns are advised to average approximately 15 hours per week of direct client contact time. This will allow enough hours to cover gaps such as those for orientation, training time, and PTO time. Hours worked at home for report writing, for example, are not permitted to be counted toward meeting the internship hours' requirement. Interns are encouraged to utilize time when clients unexpectedly cancel to complete their report writing within their work time. The expected work hours are from 8:00 a.m. to 5:00 p.m., with an hour allotted for lunch. Interns are not expected to work overtime and are responsible for sound time management. Interns should maintain a time utilization log that records the distribution of hours spent in each activity. The log must be available to the intern's site supervisor on a monthly basis for review as needed. At the completion of the internship program a total summary of the time utilization log is to be submitted to the internship training- director. Bi-monthly time sheets will be turned into the site supervisor, per agency policy.

Evaluation

An evaluation will take place at the end of each six-month period, using the internship's evaluation form and conducted by the intern's primary supervisor. The evaluation form is made up of 24 rating scales covering a number of indicators of six (6) different areas of professional competency. Under each numbered heading for each indicator, there are 5 statements ordered from the *highest* (5) level of competency to *less than the minimal* (1) level of competency. Interns are expected to demonstrate competence that averages a rating of 3 for each area of professional competency on the final evaluation. If an intern's average score for an area of professional competency falls below a 3, or if any single rating falls at the level of 1 at the mid-point evaluation, a written remediation plan will be developed. Failure to make satisfactory progress on a remediation plan will result in dismissal from the program. If an intern's average score for an area of professional competency falls below a 3, or if any single rating falls at the level of 1 at the final evaluation, the intern will not meet the minimum program requirements and, therefore, will not

successfully complete the internship and may be permanently dismissed from the program.

Due Process

If an intern is accused of inappropriate or unethical actions in their role as an intern, those accusations will be addressed by the internship committee or by the risk management department of the agency, as appropriate, depending on the nature of the accusation or offense. While interns, or any other employee, may be dismissed for a single offense in the case of grossly unethical or negligent behaviors, as the agency maintains an “at-will” employment relationship with its employees, a progressive disciplinary process is followed for most offenses consisting of: 1) A verbal warning, 2) A written warning (including consequences, up to and including termination, of failing to comply with written warning), 3) A disciplinary action, up to and including termination of employment and dismissal from the internship program. Interns are expected to maintain their full time employment status. Any behavior or practice that results in an intern being terminated as an employee at KRCC will also result in dismissal from the internship program. The full Disciplinary Procedure Policy at KRCC is distributed during the internship orientation.

Grievances

It is the policy of the KRCC Internship that all interns should have an opportunity, when appropriate and practical, to present their Internship related complaints and to appeal any performance evaluations or disciplinary actions taken by the Internship Training Committee. Interns are assured of freedom from restraint, interference, discrimination, and reprisal in voicing reasonable grievances and pursuing appeals.

1. If an intern has a complaint or grievance, he or she should attempt to resolve it informally through direct communication with the appropriate Internship Supervisor within 15 calendar days of the aggrieved event. A written summary of the results of this meeting will be provided to the intern within ten (10) working days of the meeting.
2. If this does not result in a satisfactory resolution, the intern may file a formal written complaint or grievance about the alleged violation, misinterpretation, or inequitable action with the Internship Director. The grievance should be filed within 15 days of the written meeting summary.
3. The Internship Director will meet with the intern within ten (10) working days of the receipt of the written grievance. A written summary of the meeting will be provided to the intern.
4. If this does not result in a satisfactory resolution, the intern will forward the written grievance to the President of the employing company, Go-Hire. The President will conduct a thorough and complete review of the situation, consulting APPIC and/or APA for consultation if needed. A decision will be reached and conveyed to the intern, in writing, within ten (10) working days of receipt of the grievance.

5. If the intern is not satisfied with the decision of the President, the intern, within (15) days, may appeal the decision to the Chairperson of the GO-Hire Board of Directors. If the Chairperson of the Board of Directors decides to review the situation, a Grievance Hearing Committee will be appointed by the Board Chairperson. The Grievance Hearing Committee shall conduct such investigations as it deems appropriate and may consult the full Board at its discretion.
6. Within ten (10) working days, the Chairperson of the Board Grievance Committee shall submit a written summary of its decision to the Chairperson of the Board. The Chairperson of the Board will within ten (10) working days issue a written, final and binding summary decision to the aggrieved intern, a copy of which shall be sent to the intern's graduate program.

Should the complaint pertain to the Internship Director, the intern should have direct communication with the Director within 15 days of the aggrieved event with a written summary of the results of this meeting being provided to the intern within ten (10) days of the meeting. If this meeting does not resolve the complaint, the intern may go forward by following steps four (4), five (5) and six (6) of the Internship Grievance Policy. A copy of the intern's grievance, as well as any written summaries or decision will be maintained in the files of the Internship as well as in the personnel file of the intern.

Communication with Doctoral Program

Training Directors are notified of the placement of internship applicants from their schools by providing each of them with a copy of the internship placement confirmation letter sent to their student. This letter contains contact information for KRCC's Internship Training Director as well as information on the start and finish date of the internship, plus the amount of financial compensation and the benefit package the intern will receive.

Training Directors are then contacted within the first month of the internship year to notify them that their students have started at KRCC and to provide them with information concerning KRCC's evaluation practices. However, it is up to each intern to provide their primary supervisor with their school's specific evaluation form with appropriate instructions, should this be required.

Communication with Training Directors occurs during the internship year should there be indication that their student is not meeting internship requirements or is not making satisfactory progress as evidenced by a rating of "1" at the mid-point evaluation. A copy of the intern's written remediation plan will be forwarded to the intern's training Director. A Training Director will be further notified if an intern fails to make satisfactory progress on the remediation plan and is dismissed from the program. Likewise, a Training Director will be notified if their student will not meet the minimum program requirements as evidenced by an average

score of less than “3” for an area of professional competency or if any single rating falls at the level of “1” at the final evaluation.

Another circumstance that would require communication with a Training Director is the occurrence of disciplinary action taken against an intern for inappropriate or unethical actions by KRCC’s employment company, Go-Hire. Should termination of employment by Go-Hire result, termination from the internship would occur and a Training Director would be notified.

However, the expectation of the program is that interns will successfully meet internship requirements and no disciplinary actions or dismissals from the program will occur. In this most likely case of success by the intern, a Training Director may be contacted at mid-year or other times to provide information on achievements and the satisfactory progress of their intern with final communication occurring at the end of the internship year with confirmation of their student’s successful completion of the program.

Supervision

Each Intern will have a primary supervisor that is a licensed Psychologist and will be approved by the Kentucky Board of Examiners of Psychology. Interns will also have one or more secondary supervisors who are independently licensed or who are supervised by the primary supervisor. Supervision times are expected to be regular and scheduled at times agreed upon by the intern and the supervisor. Each Intern will participate in two hours of individual and two hours of group supervision each week.

Site Descriptions

Perry Outpatient: The largest of KRCC’s county outpatient offices and the site where interns will spend the majority of their time. Interns primarily see individual clients and do psychological assessment at this site. Interns typically work with adults but there are opportunities to work with children and adolescents if desired

Sewell Center: The residential crisis stabilization unit for children and adolescents. Length of stay varies from several days to several weeks. An intern typically spends one day a week doing assessments, individual therapy and group treatment.

Project ADVANCE / Solutions: An intensive treatment program for women with substance abuse, and/or domestic violence issues. Many of the women in this program are working to regain custody of their children. One intern spends one day a week at this site leading groups and seeing individual therapy clients. Interns are expected to use the evidence-based practice, Seeking Safety, for their group work, becoming familiar with the supporting research and adherence scale. A licensed psychologist will supervise interns at this site.

Perry Adult Day Training: A facility for individuals served by the agency's Developmental Disabilities/Intellectual Disabilities program. Interns are exposed to behavioral analysis, plans and interventions at this site. One intern spends half of one day at this rotation, providing group and individual treatment.

Perry Therapeutic Rehabilitation Program (TR): A day treatment center that provides group activities for clients with severe mental illness. The TR incorporates the evidence-based practice of Illness Management and Recovery into the treatment model. One intern spends half of one day at the TR, providing group and individual therapy.

The Rising Center: The Rising Center is committed to supporting survivors of all forms of sexual violence: sexual assault, sexual abuse and sexual harassment. We are also committed to changing attitudes in our culture, which contribute to violence against women. Since 1992, we have been providing services to survivors, their family members and friends, in addition to the communities of Breathitt, Knott, and Lee, Leslie, Letcher, Owsley, Perry and Wolfe counties. These services include: Counseling, Legal Advocacy, Hospital Advocacy, Outreach Programs, In-Service Training, Volunteer Program and Referral Network.

Important Contact Information

KRCC

Perry Outpatient	606-436-5761
Sewell Center	606-666-8820
Project ADVANCE	606-435-2839
KRCC Crisis Line	800-262-7491
Perry Therapeutic Rehabilitation Center	606-436-5077
Perry Adult Training Center	606-439-3619
The Rising Center	606-435-0849

Staff

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Kentucky River Community Care, Inc., (KRCC) is a private nonprofit Community Mental Health Center dedicated to improving the health and wellbeing of the people of our region.

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The KRCC Internship abides by APPIC MATCH policies and procedures as explained on the APPIC website, www.appic.org. KRCC's APPIC code is #2183.

The program is not APA accredited. However, the program has submitted the 2014 Self-Study for consideration. Further information on the status of the program may be obtained by contacting APA at:

Office of Program Consultation and Accreditation
American Psychological Association
750 First Street, NE
Washington, DC 20002-4242

(T) 202-336-5979 (F) 202-336-5978
www.apa.org/ed/accreditation
Email: apaaccred@apa.org



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