The College at BROCKPORT
STATE UNIVERSITY OF NEW YORK

DEPARTMENT OF COUNSELOR EDUCATION

2014-2015 Site Supervisor Implementation Manual

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The Department of Counselor Education wishes to continue to express gratitude to:

Peggy Coniff-Kane ('82),
Michele Deagman ('91) and
Christine Schwartzott ('96)

whose Implementation projects were the basis for this document in 1982, 1991, and 1996 respectively. While this manual has been changed innumerable times since then, their fine work has made our job more credible by providing an essential flavor – the view of these processes from a student's perspective. This manual was revised in May 2014.

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Introduction

This material is a guide for Site Supervisors to Implementation I and Implementation II, the internship courses our Masters and post-masters Bridge Students complete in the Counselor Education Department at The College at Brockport. Our intent is to provide you the mechanics, freeing you and your intern to focus on and to maximize the learning experience the internship is intended to provide.

This manual will introduce you to the Counselor Education Department's expectations and factors influencing a successful site-supervisor and intern relationship. The first section clarifies the distinction between Masters and post-masters Bridge Students. Next site and site supervisor requirements are provided. We base these requirements on accreditation standards by the Council for the Accreditation of Counseling and Related Educational Programs (CACREP, 2009). Additional sections explore the internship process, elements unique to program specialization areas (school, college, and mental health), and the assessment of student learning. Keep in mind that we consider our site supervisors *Site-Based Counselor Educators*, as you will help them learn the practical aspects of the specialty area for which they are training. In fact, students learn at least 30% of their educational content with you. It is often helpful to teach interns all the things you wish you knew when you were starting out in the profession.

On behalf of the Counselor Education faculty, I extend our deep gratitude and appreciation to you for agreeing to mentor one of our profession's newest colleagues. We recognize your multiple roles and commitments and the significant contribution you are making to our students. Indeed you are "paying it forward" to the next generation of professional counselors and their future clients. If you have questions, feedback, or concerns, please contact me, the Clinical Coordinator. I serve as your contact person and liaison to the Counselor Education Department.

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Distinguishing Between Masters and Bridge Students

Masters students

Graduate students seeking internships that will help fulfill the clinical experience components of their educational requirements towards earning the Master of Science or Master of Science in Education degree. Our Master's Degree Program Specialty areas (College, School, and Mental Health Counseling) are CACREP- Accredited.

Bridge students

The Department of Counselor Education offers three post-master's degree advanced certificate programs that allow graduates from one area of emphasis (i.e. College, School, or Mental Health counseling) to bridge another area of emphasis. Bridge students are post-graduate students seeking internships that will help fulfill the clinical experience components of their educational requirements towards earning the Certificate of Advanced Study. Given these opportunities are certificate programs and not degree programs, they are not CACREP-accredited programs.

The Overview

Much of the internship selection process, internship experience, and student evaluation process are the same. The following are similarities and differences:

- Both masters and bridge students complete the following course sequence:
    - EDC 722/723/724 Implementation I & EDC 735 Clinical Experience for Implementation I
    - EDC 728/729/730 Implementation II
- Masters students are required to complete two semesters of internship, requiring a minimum of twenty (20) hours onsite each week and accumulate 300 direct and 600 total hours by the end of Implementation II.
- Masters students are required to conduct action research and produce a capstone final project during their two-semester internship.
- Masters students select a site or program in which they are not employed.
- Bridge students may complete their internship at a site in which they are employed.
- Bridge students may complete an internship course sequence in one semester, requiring a minimum of forty (40) hours onsite each week and accumulate 300 direct and 600 total hours within the semester. They would enroll concurrently in the clinical courses mentioned in the previous bullets.

Key Resources and People

The **Clinical Resources** webpage is designed to provide Counselor Education students, site supervisors, and faculty with a central location to find all documentation and resources relevant to the internship experience, including training manual, site supervisor forms, orientation, Tk20 link and Tk20 user guides. Some of the items are open source and some are password-protected. If you are asked to enter a password, please enter your username and password assigned to you in your role as site supervisor.

The **Clinical Coordinator** is the Department of Counselor Education faculty member who is the liaison between the student interns and Site Supervisors. The Clinical Coordinator will visit each site at least once during the internship and make follow up contact during the second semester of internship to review the intern's progress. The 2015-2016 Clinical Coordinator's name and contact information are:

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The **Intern** is a student in training who is enrolled in the Implementation I and Implementation II courses. The student intern may be a Masters or a Bridge student. The student is working at an *approved* site:

- receiving on-site supervision from you the supervisor, and
- participating in audio-recording supervision by a departmental faculty member serving as a clinical supervisor during their enrollment in EDC 735: Clinical Experience for Implementation I: Supervision Experience & Theory.

The **Faculty Clinical Supervisor** is the Counselor Education Department faculty member who is responsible for the first-semester intern's weekly audio-recording supervision. During Implementation I, students are co-registered in EDC 735: Clinical Experience for Implementation I. The instructor for EDC 735 is each student's Faculty Clinical Supervisor. As the Site Supervisor, you may want to make contact with the Faculty Clinical Supervisor to discuss the intern's progress.

Site, Site Supervisor, and Clinical Experience Expectations

The following expectations are based on state regulations, accreditation requirements, and departmental policy.

Internship Site. The place where the internship experiences occur. The site must have an established counseling program. Moreover, it should be within a school, a university or college, or a mental health agency. Finally, the Department of Counselor Education Clinical Coordinator must approve the site. No internship will be allowed to proceed without this approval in advance.

Site Approval. Once Site Supervisors have accepted the applicant and the intern has decided on a potential site, the site and the choice of Site Supervisor must receive final approval from the Clinical Coordinator.

Facilities. If the internship is in a school (K-12), New York State School Counselor Provisional Certification requires the school to have an approved counseling department. At any site, suitably equipped office space must be available to the intern to ensure counseling privacy and the ability to audio record each session. Students may ask about access to such additional features as session recording devices, observation rooms and computer availability.

Site Supervisor. The approved individual at the Internship Site who is responsible for the supervision of the intern. The department has different requirement of Site Supervisor with regard to years of experience and credential for each of the counseling programs. **Credentialing** is the formal recognition of professional competence designated by certification, licensure, or registry. All Site Supervisors must have been at the internship site for a minimum of two years.

Site Supervisor Stipend. Site Supervisors in ***school settings only*** are eligible to receive a $200 cash stipend or a $250 waiver of tuition through a program with the State University of New York. Information about this program will be sent directly to you, again, if you are in an elementary, middle, or high school setting. *Please note that this funding is provided by the State and not from the Department of Counselor Education.*

Supervision. It must be performed by qualified staff in the field of counseling. If the internship is in a school (K-12), then requirements for New York State School Counselor Provisional Certification are very specific: The Site Supervisor must be **permanently certified** as a school counselor by the State of New York. In Mental Health Counseling settings the Site Supervisor must be a **Licensed** Mental Health Counselor (LMHC) in the state of New York, or minimally a licensed mental health practitioner (as a Psychologist or Social Worker). In College Counseling settings the supervisor should hold a minimum of a master's degree in the field of counseling or other related fields. All Site Supervisors must be working at the site for a minimum of two years. **The Site Supervisor must provide a minimum of one hour per week of individual supervision and be willing to devote additional time for unscheduled consultations whenever needed and appropriate.** At least fifty percent of the intern's time needs to be spent in direct client supervision, which requires that the Site Supervisor be on site with the intern. *If an intern or a site wants students to work when The College at Brockport is not in session, the Site Supervisor accepts responsibility for providing clinical supervision and is aware Counselor Education faculty will not be working directly with interns when the College is not in session.*

Group Counseling. The site must have the capability to provide the intern with the opportunity to do group counseling. Implementation II is usually the time when interns become involved in group counseling. Whenever you, the site supervisor, and the intern deem that the intern is ready to facilitate or co-facilitate groups, the intern may begin group counseling. Interns are required to have documented involvement in group counseling at the end of the full internship experience.

Hours. As an intern, interns will be spending a minimum of 20 hours per week for two semesters at the approved site. Students must accrue a total of 300 direct and 600 total hours by the end of Implementation II.

Clinical Supervision Requirement. Implementation I *is* the semester during which clinical supervision with a department faculty member is required (as mentioned earlier, this is called EDC 735: Clinical Experience for Implementation: Supervision Experience and Theory). The intern is required to have a sufficient client load for adequate practice and supervisory feedback. Therefore, the intern is expected to work towards a goal of spending approximately one-half of the on-site time per week in individual counseling sessions (e.g. 10 hours per week). The Department of Counselor Education recognizes that this amount of time may be unrealistic even for regular employees. It is extremely valuable, however, for the intern to practice while clinical supervision is readily available.

Audio or Videotaping. A major portion of the intern evaluation in Implementation I is based upon audio recordings of on-site counseling sessions. Therefore, the intern is responsible for selecting a site that ensures that on-site recording is possible and that the audio recordings (a minimum of 10 audio recordings) may be taken from the site for review by the Faculty Clinical Supervisor. If a site does not permit audio recording and removal of the recordings for clinical supervision, the intern's faculty supervisor (i.e., EDC 735 instructor) must provide live observation and on-site supervision of a minimum of ten counseling sessions.

Two Semesters. The intern will remain at one site for the entire experience, both Implementation I and Implementation II. In the case of the school setting, the internship experience is to be carried out at one level and site (i.e., elementary school, middle school, high school), not a combination of levels, unless previously agreed upon by the school sites and the Clinical Coordinator. If interns are in one of the post-masters Bridge Programs, they have the option of completing the internship in one semester.

Liability Insurance Requirement. The intern is required to purchase, provide a copy of the policy to the department, and maintain current professional liability insurance at all times during the clinical experience. We inform students the American Counseling Association (ACA), the American School Counselor Association (ASCA), and the New York Mental Health Counseling Association (NYMHCA) all provide low-cost or free insurance for students. More information regarding coverage for students can be obtained by calling ACA at 1-800-347-6647, ext. 284 or at counseling.org; or by calling ASCA at 1-800-306-4722; or by contacting NYMHCA at nymhca.org.

Site supervisors may also wish to carry liability insurance while supervising an intern. You may also purchase low cost insurance from ACA, AMHCA, NYMHCA or, if you are a school counselor, have free insurance provided through membership with ASCA.

Ethical and Legal Considerations. Interns should be aware of their responsibilities to their clients. The intern must inform clients of the counseling process: the length of the counseling session, the anticipated number of sessions, and the counselor expectations. In addition, the purpose of taping must be explained and the client should sign a consent-to-record form (See Appendix C). Those interns in a K-12 school setting ***must*** follow the policy of the school district regarding taping students for counseling. Some schools require that interns receive written permission from the parents or guardians before recorded counseling sessions with their child can begin. Finally, the intern has the responsibility to provide the best possible service to the client. This is accomplished by being aware of referral sources, by reading professional literature, and by maintaining professional behavior in and out of the counseling sessions.

Interns should be guided by the statements of ethical standards of the American Counseling Association. The intern should be familiar with the code of ethics and consult it whenever necessary. In addition, they may also need to be guided by additional codes of ethics or standards of practice:

- **School Counselor emphasis:**
  - American Counseling Association (ACA) Code of Ethics (http://www.counseling.org/Resources/CodeOfEthics/TP/Home/CT2.aspx)
  - American School Counselor Association (ASCA) Code of Ethics

- **College Counselor emphasis:**
  - American Counseling Association (ACA) Code of Ethics (http://www.counseling.org/Resources/CodeOfEthics/TP/Home/CT2.aspx)
  - American College Personnel Association (ACPA) Statement of Ethical Principles and Standards (www.myacpa.org/ethics/statement.cfm)
  - National Association of Student Personnel Administrators (NASPA) (http://naspa.org/programs/standards.cfm)

- **Mental Health Counselor emphasis:**
  - American Counseling Association (ACA) Code of Ethics (http://www.counseling.org/Resources/CodeOfEthics/TP/Home/CT2.aspx)
  - American Mental Health Counselor Association (AMHCA) Code of Ethics (amhca.org/code/)

The Internship Experience

The **Counselor Internship** is a one- to two-semester supervised counseling experience at an ***approved*** site. The following are requirements for masters-level interns. Refer to the previous section for requirement differences for post masters bridge students.

- Spend a minimum of 20 hours per week for thirty weeks at their sites for a total of 300 hours per semester and a grand total of 600 hours.
- In addition, 150 hours per semester must be in direct client contact including both individual and group work for a total of 300 hours. The internship is to be completed at one site for two semesters.
- Students must register for the correct internship courses each semester and the appropriate Clinical Experience course (during Implementation I). You will note that students need only register for one semester of Clinical Experience during Implementation I. The following table clarifies the course sequence.
  - The **Implementation I Course (EDC 722/723/724)** is a required class that meets on a ***weekly*** basis for a minimum of three hours. Implementation I is offered in the fall and spring semesters.
  - The **Implementation II Course (EDC 728/ 729/ 730)** is a required class that meets on a ***weekly*** basis for a minimum of three hours. Implementation II is offered in the fall and spring semesters.

	School Counselor MSEd & Bridge	College Counselor MSEd & Bridge	Mental Health Counselor MSEd & Bridge
Implementation I	**EDC 722**	**EDC 723**	**EDC 724**
Clinical Experience for Implementation	**EDC 735**	**EDC 735**	**EDC 735**
Implementation II	**EDC 728**	**EDC 729**	**EDC 730**

The **Internship Agreement Form** is prepared by the Clinical Coordinator for each Intern and defines clearly the expectations, learning objectives, and evaluation criteria of the Site, Site Supervisor, Intern, and the Department. You will review and sign this form with your intern, negotiating any additional expectations specific to your site.

The following table describes the **Required Hours** that interns must complete for graduation from the counselor education programs. Masters students must complete these hours over a two-semester period. Bridge students completing a single semester full-time internship must complete these hours in that semester. These hours also represent the minimum requirement; we encourage students they may go far beyond the minimum requirement. We emphasize to them the time commitment this involves and inform them this needs to be scheduled around other work and life commitments at the discretion of site and site supervisor expectations. We define **Direct Service** as the interaction with clients that includes the application of counseling, consultation, or human development skills.

Internship Semester	Number of Hours Required	Examples of Activities
Implementation I	***150*** *Direct Individual and Group Counseling Hours*	• Individual counseling • Group counseling
	150 *Other Hours*	Other activities related to the role of the counselor (such as administrative tasks)
Implementation II	***150*** *Direct Individual and Group Counseling Hours*	Direct contact with clients in counseling situations
	150 *Other Hours*	Other activities related to the role of the counselor (such as administrative tasks)
Total Hours MSEd Degree	**600 Hours**	

You may be interested in the process our students use to **Select an Internship Site**. We guide them in a three-step process. In each step, students work directly with our Clinical Coordinator. Given our focus on the self of the therapist, the search begins with their self-reflecting.

1. Thinking about an internship site
2. Determining their growth needs in the internship process
3. Selecting and interviewing for the internship

We encourage our students to stretch beyond their familiar experiences, seek clinical experiences with diverse, complex issues and populations, and consider how context informs client lives and service delivery. We emphasize the expectation they treat the internship selection process as they would a professional job search. Because we are mentoring them in a process that mirrors the job search, we do not place students or make contact with the site supervisors on behalf of students. Instead, the Clinical Coordinator plays a consultative role with the student. If you have any questions or concerns about a student intern applicant, the interview process, or our program, please contact me, the 2014 – 2015 Clinical Coordinator:

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Intern Expectations

The intern is responsible for communicating the Implementation I and Implementation II course requirements (assignments, recording of sessions, etc.) to the Site Supervisor. That is, throughout their experience they are to be communicating with their Site Supervisor about course requirements, any concerns they might have about their experience, or their desire to experience different aspects of the role of counselor in their site setting. The following steps are to be taken as a means of assuring effective communication between the intern and the Site Supervisor.

Intern Responsibilities.

A. Provide and review with the Site Supervisor the Internship Agreement Form from the EDC Clinical Coordinator, which outlines clinical expectations. Ensure that the Site Supervisor has received and understands this letter. In addition, the intern is required to ensure the Site Supervisor has access to the Department's Clinical Resources web page, which includes a copy of this manual and guides for evaluating student learning on Tk20.

B. It is the intern's responsibility to discuss fully ***all*** departmental expectations with the Site Supervisor prior to beginning the internship.

C. The intern should be prepared to work on a number of objectives during the internship. These should be communicated ***clearly*** to the Site Supervisor (preferably in writing). It is advisable to schedule a meeting with the Site Supervisor prior to beginning Implementation I to discuss these plans.

D. The intern should provide the Site Supervisor with a schedule of the ***beginning*** and ***ending*** dates of the internship as well as dates when the intern would not expect to be present at the

site. These might include holidays, semester breaks, etc. In addition, a schedule of the intern's week should be submitted to the Site Supervisor and Clinical Coordinator and updated as necessary. The beginning and ending dates are recorded on the Internship Agreement Form.

E. At least once each year, the Clinical Coordinator will visit the site to meet with the intern and Site Supervisor. During such visitations, the Clinical Supervisor will discuss the intern's progress towards meeting objectives (both departmental objectives and those discussed with the Site Supervisor as discussed in "C") and any concerns that anyone might want to raise. During the second semester, the Clinical Coordinator will connect with the Site Supervisor by phone for the same aforementioned purposes.

F. The intern is required to spend a minimum of one hour per week with the Site Supervisor in a supervision session. The content of these sessions is determined jointly by the intern and the Site Supervisor. The format of supervision will vary; some Site Supervisors will want to have audio recording critiques while others will want simply to consult with the intern. In any case, the intern has the responsibility of making sure that s/he receives the best possible supervision. If concerns arise, the intern should first talk with the Site Supervisor. However, if problems persist, the intern should relate such concerns to the Clinical Coordinator.

G. Evaluations of interns should be completed by the Site Supervisor at the end of the first semester (Implementation I) and near the end of the internship (Implementation II). All student evaluations are completed online on Tk20.

H. For those individuals who are seeking school counselor certification, but have never taught nor worked in an elementary, middle, or secondary school setting, it is important the intern attempt to visit classrooms to observe classroom management skills, good pedagogical practice, and student learning. This type of activity is suggested for Implementation II. In a school counselor internship it is entirely appropriate for the intern to engage in classroom guidance activities.

I. For those individuals who are completing their program in mental health counseling and are seeking licensure in the State of New York, it is essential that the internship include the diagnosis, treatment planning, and treatment of clients with mental disorders. In a mental health counselor internship it is entirely appropriate to also engage in the administrative tasks associated with mental health counseling. This will help you become better prepared to understand the social context in which these agencies function in the State of New York.

J. For those individuals in the college counselor emphasis, getting a breadth of experience across the college campus will only serve to help you better understand how college counselors work and where their skills are utilized. It is the intern's responsibility to seek out experiences in counseling centers, career offices, opportunity programs, residential life, and other student affairs work.

Tasks Required of Interns. Student interns are required to engage in a number of tasks as a part of their experience in internship. The department has the expectation that student interns will engage in:

- individual counseling
- group counseling
- crisis counseling, when appropriate
- site appropriate tasks
- administrative tasks, documentation and record keeping

Each area of emphasis will have other specific tasks related to it. Here is a sample list of additional tasks that will make this experience complete:

College Counseling	School Counseling	Mental Health Counseling
• Exposure to other areas of student affairs • Exposure to other areas on the college campus • Committee work • Referrals	• Scheduling • Classroom presentations • Parent conferences • Development of 504 plans and IEPs • Referrals	• Diagnosis • Treatment planning • Intake counseling • Referrals

Assessment and Evaluation of Intern's Performance

Site Supervisors are responsible for authorizing the intern's time logs on a weekly basis and completing end-of-semester evaluations of the intern's performance. Both activities are completed on Tk20, the Department's online assessment system. The Site Supervisor will receive an email at the beginning of the first internship semester providing a username and password to access Tk20. On the Department's Clinical Resources web page, you will find a link to Tk20 and user guides to assist you. If you have any questions, you may contact Keith Nobles, Assessment and Tk20 Support, at knobles@brockport.edu or (585) 395-2896. You may contact also the Brockport IT helpdesk at 585-395-5151. Finally, you may contact the Clinical Coordinator.

The intern will upload by Monday mornings a Department-provided Activity Report log that you will use to authorize their time. We ask you try and complete this task by Wednesdays. The intern is required to log hours during the entire internship, including hours spent when Brockport is not in session.

Checklist

- ☐ Complete Site Agreement Form
- ☐ Complete Site Supervisor Orientation Online Modules (Login instructions provided in email)
- ☐ If you have not completed graduate coursework in counseling supervision, complete our Online Supervision Modules
- ☐ Meet with your Intern a minimum of 1 hour per week for supervision
- ☐ Sign off every Tuesday or Wednesday the Intern's Weekly Activity Reports on TK20
- ☐ Set aside 1 hour per semester for the Clinical Coordinator's site visit or phone conference
- ☐ At the end of each semester, complete an evaluation on TK20 of the intern's performance
- ☐ If you need anything at all, please do not hesitate to contact us

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