



**Yakima Valley  
Farm Workers Clinic**



**Community Health  
of Central Washington**

**2024-2025 Supervisor Orientation**

# Agenda

- 09:00 – 09:40: Welcome  
2023-2024 Training Year in Review  
Supervisor Resources  
General Updates and Reminders  
--Break--
- 09:50 – 10:35: Manual Changes  
--Break--
- 10:45 – 11:30: Policies of Importance  
--Break--
- 11:40 – 12:00: Performance Improvement Plans  
--Lunch--
- 01:00 – 05:00: Single Session Therapy (Dr. Rosenbaum)

# 2023-2024 Training Year in Review

- A lot to celebrate and be proud of this year!!!
  - Post-doc placements of our current interns
  - Overall engagement during didactics, supervision, training activities, etc.
- Learning from the experts this year: **Strosahl, Robinson, Reiter, Clarke, Holen... and YOU ALL!**
- **February 2024:** For the sixth straight year, NPTC-Cascades Region matches all spots in Phase I!
  - HP – 7 interns
  - CHCW – 3 interns
  - YVFWC – 2 interns
  - 139 applicants to the NPTC-Cascades Region
    - HP – 115
    - CHCW – 60
    - YVFWC - 48
  - Successful interview days, even if they were distal
- **\*June 2024:** All interns will graduate and we will begin the new class!
  - Pause... let's make sure to stay present and not habituate...

# 2023-2024 Training Year in Review

*Seventh full year of this journey together...*

*...we continue to identify areas for growth... and...*

*...we continue to lead the country... not something we say lightly*

## **THANK YOU ALL**

- Rob, Phil, and Courtney for administration support/engagement
- Any gratitude from you all?
- Interns have been engaged throughout this entire year, we have data to prove it...
- Know the impact in our communities... some data from CHCW:
  - Interns have averaged serving 382 unique patients, EACH!
  - Between the three of them, completed 2,096 visits
    - And... 877 bucking handoffs!!!

# Recent comments...

- (Supervisors) have been so dedicated to my success not only at CHCW but in my future professional career as well! I am extremely grateful.
- (Supervisor and admin personnel) are always available to discuss any concerns and provide us with any necessities. (Supervisor) provides excellent feedback and is open to rumbles.
- I always feel supported by other trainees, core BHCs, and training directors. I always appreciate cores checking in with me throughout clinics, being able to discuss cases with them, having though provoking conversations in EL, and everyone being receptive to feedback. Supervisors consistently provide feedback that helps facilitate my growth as a clinical psychologist through teachings, providing resources, and going over shadowing feedback. (Supervisor) has done an exceptional job ensuring we are receiving meaningful training that is consistent with the PCBH model. (Supervisor) facilitates conversations that promote our growth and allows for genuine feedback to be shared. I feel as though (supervisor) exceptionally hard to ensure we are supported in multiple facets of our training.
- The training director will do anything for us to gain competence and experience. He is so "for us." He is on top of it and makes sure we are all getting what we need to make this experience beneficial for us. He is a really good training director. Very supportive.
- Everyone does a great job at asking for feedback and listening to our concerns.
- I feel very comfortable sharing concerns or providing feedback as needed.
- I truly think this is the most supportive internship ever.

Some comments about our interns from our patients:

- Everything about my visit was excellent. The provider, (intern), was great
- The provider was intelligent and articulate, listened to me, and rephrased things. The people I spoke with were calm and polite, and their attention to detail impressed me.
- (Intern) listens, knows the subject, and (intern is) intelligent.
- I was able to see BH right away and my doctor made me feel that (intern) cares. That means a lot to me.
- My most recent visit was amazing. Intern took the time to listen, gave me different tools for anxiety, and I liked that (intern) listens.
- (Intern) is a good listener. (Intern) made enough time for me. (Intern) was descriptive, gave me good techniques, and was proactive with my ADHD and thinking outside the box.

# Some other interesting stats...

- Just from CHCW (my mind predicts HP and YVFWC may be even better)
- Data on the past seven years and 20 Doctoral Interns
  - 100% obtained doctoral fellowships at their top choice
  - 90% completed fellowships in an integrated, medical setting
  - 88% completed fellowships in an integrated, primary care setting
  - 50% completed fellowships with underserved populations
  - 40% completed fellowships within a medical residency
  - 35% have stayed on with CHCW for post-doc

# Pause...

- “Mindfulness is not chasing the moment but sipping the nectar of the moment.”
  - Let’s sit in this moment for a bit...

# Supervisor Resources

- Supervisor Resources Page:
  - <https://psychologyinterns.org/interns-supervisors/cascades-region-supervisors/>
  - Password: nptcsup17
  - Copies and examples of forms and evaluations
  - Time tracking instructions and resources
  - Supervisor cheat sheets and best practices
  - Reference materials (manual links, bylaws, MPA)



# Supervisor Resources

- Training year calendar
  - On the resources page, if you click on “View Full Calendar” you will be able to see what is coming up for interns as well as supervisors.
  - This will also show you due dates for timesheets and various surveys/tasks throughout the year.
  - From here you can also subscribe to the calendar or export its contents for Google or Outlook.

# NPTC Leadership



## **President/CEO**

Adam Andreassen, Psy.D.  
aandreassen@psychologyinterns.org



## **Sr. Vice President of Clinical Operations**

Angela King, Psy.D.  
aking@psychologyinterns.org



## **Regional Training Director**

David Bauman, Psy.D.  
david.bauman@chcw.org



## **Vice President of Operations**

Katherine Dixon, M.A.  
kdixon@psychologyinterns.org

# NPTC Leadership



## Director of DEI

Ta'janette Sconyers, Ph.D.  
tsconyers@psychologyinterns.org

*Get to know your DEI Director:*

- **Credentials:** Ph.D. in Counseling Psychology from University of Missouri and Licensed Psychologist in Missouri and Virginia
- **Internship:** St. Louis Internship Consortium
- **Clinical specialties:** OCD and Anxiety
- **Practicing in:** St. Louis, MO (the ancestral, traditional, and contemporary lands of the Osage Nation and additional tribes)
- **Hobbies:** Singing, candle-making, and connecting with people and nature
- **Day(s) of significance:** My birthday (May 16<sup>th</sup>) and Juneteenth (June 19<sup>th</sup>)



## DEI Regional Consultant

Ianto West, Psy.D.  
iwest@healthpointchc.org

*Get to know your DEI Regional Consultant:*

- **Credentials:** Psy.D. in Clinical Psychology from Antioch University Seattle and Licensed Psychologist in Washington
- **Internship:** NPTC – Cascades Region
- **Clinical specialties:** primary care, health behaviors, LGBTQ, trauma, ASD/ADHD
- **Practicing in:** Kent, WA (traditional land of the Duwamish and Muckleshoot people)
- **Hobbies:** nature walks with family
- **Day(s) of significance:** Transgender Day of Visibility, March 12 (anniversary of the Capitol Crawl Protest)

# DEI Resources

- Diversity and Inclusion resources are located on our website:  
<https://psychologyinterns.org/about-nptc/diversity-and-inclusion/>
  - Bios for our diversity committee
  - Definition of Rural Psychology
  - Long-Term Diversity Plan
  - Disability and Support Services
  - Non-Discrimination Policy
  - Contact form for the Diversity Committee (make training requests and/or ask questions)

# Meet the Team

**Toni Ripper**  
Operations Manager



**My favorite things:**

- Anything potatoes
- Cats & dogs
- The Summer season
- Dr. Pepper
- Harry Potter, The Walking Dead, & Sailor Moon

**Contact me about:**

School communications  
Licensure paperwork  
Graduation progress and  
internship verification  
HR communications  
APPIC Match process

**Phone:** 913-717-9794

**Email:** [tripper@psychologyinterns.org](mailto:tripper@psychologyinterns.org)

**Mallory Richardson**  
Communications and Intern Relations  
Coordinator



**My favorite things:**

- Steak
- My 3 dogs: Birdie, Pearl, & Gwynn
- The Fall & Summer seasons
- Lemonade
- Photography, puzzles, pickleball, & volleyball

**Contact me about:**

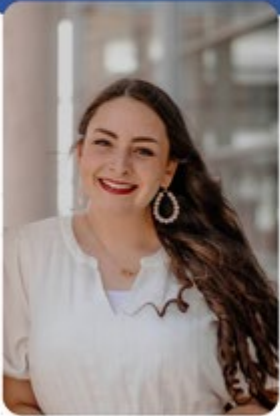
Social Media  
Social Events  
Newsletters  
Website Management  
Intern & Alumni Outreach  
Advertising

**Phone:** 417-812-6495

**Email:** [mrichardson@psychologyinterns.org](mailto:mrichardson@psychologyinterns.org)

# Meet the Team

**Daria Cook**  
Operations Support



**My favorite things:**

- Mexican food
- Dogs
- Summer
- White chocolate chai latte
- Biking, reading, pickleball, watching the show Friends, baking

**Contact me about:**

Timesheet management  
Data tracking & reporting  
Updating schools & sites  
Day-to-day operations

**Phone:** 417-812-6495

**Email:** [dcook@psychologyinterns.org](mailto:dcook@psychologyinterns.org)

**Ember Carroll**  
Training Support



**My favorite things:**

- Tteokbokki, onigiri, or Thai curry
- Cows and sharks
- Springtime/hanami, when flowers are blooming
- Coffee or black tea
- Listening to music, reading, film/cinema, video games, crochet, fabric arts

**Contact me about:**

Didactic training  
Didactic makeup  
CE training &  
homestudy course  
management

**Phone:** 417-812-6495

**Email:** [ecarroll@psychologyinterns.org](mailto:ecarroll@psychologyinterns.org)



# Meet the Team

Amber Bartley  
Administrative Assistant



## My favorite things:

- Sushi or tacos
- Dogs & cats
- Fall
- Dr. Pepper
- Cooking/Entertaining, Everybody Loves Raymond, Remember the Titans

## Contact me about:

Travel accommodations and reimbursements  
Accounts receivable/accounts payable  
Scheduling meetings  
Password administration

As always, we are all always available to answer whatever questions you have no matter who you contact.

You can also email [admin@psychologyinterns.org](mailto:admin@psychologyinterns.org) if you are unsure who to contact.

**Phone:** 417-812-6495

**Email:** [abartley@psychologyinterns.org](mailto:abartley@psychologyinterns.org)

# Supervisor Resources

- **Training Year Dates:** June 19<sup>th</sup>, 2024 – June 18<sup>th</sup>, 2025
- **Next Year Dates:** June 23<sup>rd</sup>, 2025 – June 22<sup>nd</sup>, 2026
- **Current salaries:** \$40,000
  - Current allowable range: \$35,000 - \$40,000
  - Allowable ranges will be discussed by the board annually and provided to sites as an addendum to the MPA for record keeping.
  - List of individual site salaries is available on the website.



# Supervisor Resources

- **FAQ Guides**

- Existing guides include:
  - Timesheet FAQs and Cheat Sheet
  - Supervision Cheat Sheet
  - Running Reports
  - PIP Best Practices
  - Example ILTP, Action Plans, PIPs
- What additional FAQs, examples, or video tutorials would be helpful for you?

# Supervisor Resources

- **CE Training Resources**

- NPTC has a library of CE trainings available to all supervisors at our Thinkific webpage: <https://nptctraining.thinkific.com/collections/courses>
- Didactic trainings are also available for live CE credit (via Zoom or our in-person trainings). Supervisors will be given the opportunity to pre-register for upcoming trainings
- Email Mallory to join our mailing list (or to add any of your colleagues to our mailing list) to get notices of any newly released trainings and special discounts.
- NPTC provides discounted trainings to supervisors and employees of our affiliate sites
  - Active supervisors (*on the list and actively assigned to an intern*)
    - All trainings are FREE
  - Inactive supervisors, supervisors not formally assigned to interns, or other site staff
    - Receive a 25% discount
- Email Ember ([ecarroll@psychologyinterns.org](mailto:ecarroll@psychologyinterns.org)) to access your discount code or for questions about upcoming trainings.

# General Updates and Reminders

- **Adhering to Deadlines**

- As a general reminder, please do your best to adhere to task deadlines as assigned. Most of our deadlines are set on specific dates for a reason, and are associated with tasks we need to complete by a specific date as well.
  - If you know you can't meet a deadline, please communicate that with us as soon as you know and provide a date that you can complete the task. In some cases we might be able to send the survey a few days early to avoid conflicts, so please reach out.
  - Changes in assignment sending times or deadline extensions should be the exception, not the rule.
- If you have any suggestions or feedback on timeline of requests, please let us know.

# General Updates and Reminders

- **Didactic Training**

- Revised schedule from last year
  - Switching from first Friday to second Friday of the month\*
    - \*with some exceptions—see schedule on next page
  - 5 didactic months will be held in Seattle (including Orientation)
  - 5 didactic months will be held in Yakima/Toppenish (split between CHCW and YVFWC)
  - 3 didactic months will be held virtually to avoid winter travel
- Sites should determine in advance where the interns should be on virtual days
- Our expectation is they attend virtual didactics from their office unless other arrangements are approved by the site.

# General Updates and Reminders

## Didactic Training dates and locations

Date	Location
June 20, 2024	Seattle
June 21, 2024	Seattle
July 19, 2024	Yakima
August 2, 2024	Toppenish
September 13, 2024	Seattle
October 11, 2024	Seattle
November 8, 2024	Seattle
December 13, 2024	Yakima
January 10, 2025	Virtual
February 14, 2025	Virtual
March 14, 2025	Virtual
April 11, 2025	Toppenish
May 9, 2025	Seattle
June 6, 2025	Yakima

# General Updates and Reminders

- **Site Visits**

- Every year following the first quarter site feedback the Regional Training Director conducts site visits to go over the feedback.
- In the next few weeks Dr. Bauman will start coordinating with site Training Directors to plan times to meet with Training Directors and all interns in the fall.

# BREAK TIME



# Manual Review

- Manual is provided in an online format
  - Follow along if you like: <https://psychologyinterns.org/NPTCManual/>
  - The documents for the 2024-2025 training year are up with “24” listed as part of the name. Any item with “23” is a part of the current manual and will be removed as the training year comes to a close.
- Will highlight specific areas of particular importance and any policies that have changed.
  - HOWEVER, we all need to know this manual
  - So, please review afterwards
  - If there are questions, ask during and after



# Manual and Process Updates

- **Accommodations Policy**

- New policy in the manual.
- Interns are directed to submit all accommodations requests through the site forms/policies as written.
- Dr. Sconyers is available as a support and resource to the intern to advocate for accommodations as appropriate.
- NPTC does not NEED to be included in all accommodations requests, only if the intern requests additional support/assistance and/or the accommodations apply to anything NPTC specific.
- If NPTC needs to be involved there is a new request form available on the NPTC website if NPTC accommodations are necessary.

# Manual and Process Updates

- **Intern Professionalism Reports**

- NPTC will be sending monthly reports to the site Training Directors and the Regional Training director with any professionalism concerns noted by NPTC.
- These reports will be for all interns at the site and will be up to the Training Directors to pass along any concerns to the appropriate supervisors to address and/or include on any upcoming Intern Quarterly Evaluation as appropriate.
- Receiving notes on intern behaviors does not necessarily automatically mean that any action needs to be taken. The reports are provided as additional information in case the site is also seeing similar issues that might warrant additional action or feedback.
- Depending on the severity of the problem behaviors, NPTC may request formal actions be taken.
- Categories of behaviors reported on include:
  - Didactic behaviors (i.e. timeliness, professionalism, keeping camera on, engagement)
  - Paperwork behaviors (i.e. reminders for timesheets, surveys)
  - Peer/supervisor/NPTC interactions (i.e. unprofessional behavior outside of the areas above)

# Manual and Process Updates

- **Supervisor Roles**

- Moving forward we are changing the classifications of supervisors in order to make things easier to track and assign appropriate requirements and responsibilities to supervisors on the list.
- Supervisors will now be classified as one of the following types:
  - *Principal Supervisor / Evaluator*
  - *Ancillary Supervisor*
- These types will no longer be differentiated by licensure status, but rather by level of intern interaction.
- Responsibilities and requirements for each supervisor type are listed on the following slides.

# Manual and Process Updates

- **Supervisor Roles cont.**

- *Principal Supervisor / Evaluator*

- **Definition:** A licensed psychologist assigned to intern(s) or who regularly interacts with the intern(s) in a meaningful long-term way (i.e., Assessment Supervisor, Group Supervisor).
    - **Responsibilities:**
      - Provides regular supervision
      - Completes the Quarterly Intern Evaluations, ILTPs, Mock Supervision, Critical Analysis, and/or approves timesheets
      - Shares knowledge from their field and their experience with the intern(s) as applicable
      - Complete yearly CV update
    - **Training Requirements:**
      - Must attend Supervisor Orientation and complete Supervision Training Courses as necessary. They will have 60 days to complete the Supervisor Orientation Homestudy if they cannot attend orientation on the scheduled day.
      - Typically, the CE trainings from NPTC will be free.

# Manual and Process Updates

- **Supervisor Roles cont.**

- *Ancillary Supervisor*

- **Definition:** Anyone not assigned directly to an intern and only has the occasional interactions. This could include licensed psychologists.
    - **Responsibilities:**
      - Provides shadowing opportunities for interns
      - Provides secondary supervision (not including Group Supervision)
      - Shares knowledge from their field and their experience with the intern(s) as applicable
      - Complete yearly CV update
    - **Training Requirements:**
      - Not required to attend Supervisor Orientation or complete additional Supervision Training Courses.
        - NPTC reserves the right to assign training courses as needed if a licensed psychologist.
      - The CE trainings from NPTC will be offered at a discounted rate (25%).
      - If called to Principal Supervisor status, **we will need a 30-day notice before the change is official** so that training requirements can be assigned.

# Manual and Process Updates

- **Adding or Removing Supervisors**

- As a reminder...
  - To add or remove a supervisor you **MUST** submit the online request form.
  - This initiates a few processes on our end, and going around this process increases the likelihood of delays or missed steps.
- Approved supervisor lists are provided to Training Directors at each monthly meeting for review.
- Once the CV form has been submitted, all supervisors will be allowed to start providing supervision to interns.
  - **REMINDER:** Interns cannot count any supervision time with individuals not on the NPTC supervisor list (i.e. individuals who have not completed the CV form)

# Manual and Process Updates

- **Telesupervision Policy**

- Revised policy in the manual.
- Up to 100% telesupervision may be provided weekly as long as:
  - There is a planned connection time between intern(s) and supervisor(s).
  - At least 2 x per month the intern is being provided with in-person individual supervision/check-in by a primary supervisor (can be same or different supervisor).
  - Site training director initiates quarterly check-in meetings with interns receiving telesupervision to assess overall satisfaction with supervision experience.
- Sites must submit supervision plans for approval for any sites providing more than 50% tele-supervision (total OR individual). Plans must follow list of questions as listed in the policy.

# Manual and Process Updates

- **Contract Supervisors**

- Not a policy, but a new site resource.
- With the change in telesupervision guidelines this opens more opportunities for sites to contract with supervisors if they run into coverage issues.
- NPTC is compiling a list of licensed psychologists who are willing/able to provide contract supervision as needed.
- These arrangements would be determined between the site and the contractor, not NPTC, however all individuals are maintaining the NPTC supervisor requirements to remain compliant should the need arise.
- Reach out to Daria for supervisor contact information if the need arises.
- Also let us know if you know of anyone who would like to be added to this list.



# Manual and Process Updates

- **Internship Fee Structure**

- NPTC has developed a new fee structure moving forward.
- This change should not affect anyone at this time, but should regional internship numbers decline below the following thresholds, the intern fee will increase following this structure:
  - **11+ Regional Interns:** \$1,000 per month per intern
  - **8-10 Regional Interns:** \$1,200 per month per intern
  - **2-7 Regional Interns:** \$1,400 per month per intern
- Fee is based on the total number of interns in the region, not based on the number of interns at a given agency.

# Manual and Process Updates

- **Work Injury Policy**

- New policy which lists out the communication policy for if an intern is injured on the job.
  - Site should notify the RTD, Sr. VP of Clinical Operations, and VP of Operations as soon as reasonably possible (one to two business days).
  - RTD will contact the school at any point if the injury could potential impact the intern's ability to graduate on time.
  - Site is responsible for maintaining all notes and paperwork in accordance with the site work injury policy and should submit at least the following to NPTC for records:
    - Summary of events
    - Steps the site has followed of their own policy to address the situation
    - Any needed accommodations following the injury
    - Documentation of discussions of meetings regarding internship extensions (as applicable)

# BREAK TIME



# Policies of Importance

- **Graduation Requirements**

- Reminder of changes from last year

- *Hours*

- Training expectations are listed as follows:

- 10 hours or more per week of patient contact hours with a goal of 25% of the total hours.
- 4 or more hours per week of total supervision with a goal of 10% of the total hours.
- 2 hours per week of individual supervision with a licensed psychologist with a goal of 5% of the total hours.
- Total hours is represented as “a minimum of 1,500 hour, full-time internship commitment.”

- Interns and sites will need to be intentional on checking hour requirements for state licensure to ensure the interns end up with the number of hours they need to get licensed in the future.

- *Reports*

- Number of reports is left to site discretion on their ability to evaluate the intern on the assessment competency throughout the year.

# Policies of Importance

- **Missing Didactics**

- A didactic training is defined as one half-day training. A full day of didactics is counted as two didactic trainings.

- ***Planned absence***

- *Definition:* PTO, professional development leave, doctor's appointment, external training/conference, etc.
- *Process:* Intern must submit a formal request via online form.
- *Timeline:* No later than two weeks prior to the missed didactic day(s).

- ***Unplanned absence***

- *Definition:* Illness or emergencies
- *Process:* Intern must notify the Regional Training Director and Ember via email.
- *Timeline:* No later than 8:00 am on the day of didactics.

- Please note, missing didactics excessively for planned or unplanned reasons can result in a meeting with the Regional Training Director.

# Policies of Importance

- **Didactic Substitution**

- For any missed didactic trainings, interns may be required to complete missed didactic work and review training materials ***regardless of the length of absence.***
- Substitution training may consist of the following:
  - Watch the recorded training in its entirety.
  - Create questions from the recording and handouts (6 questions per hour missed).
- When a missed didactic request is submitted, NPTC may contact the Training Director for makeup requirement preferences.
  - If the topic is one of importance to the site/training environment, the Training Director may request a formal makeup assignment (as listed above).
  - Otherwise, the Training Director might approve a substitute training (i.e. conference) or no makeup required.
  - ***Please note:*** there are limits to the ability for NPTC to allow for no makeups on missed didactics so there may be a point at which NPTC requires makeup trainings.

# Policies of Importance

- **Intern Travel Policy**

- Intern travel reimbursement is expected for in-person didactics 120+ miles away from the intern placement site.
- Minimum reimbursement of \$100 of actual intern expenses.
- Reimbursement up to **any** amount is allowable assuming it is reimbursement for actual intern costs and should follow site reimbursement policies.
- Sites not meeting criteria for the reimbursement (closer than 120 miles) are still allowed/encouraged to provide travel reimbursements if possible.

# Policies of Importance

- **Didactic Time Tracking**

- During Orientation and in-person Didactics, interns are encouraged to socialize with one another during the available lunch period. Thus, the entirety of the day, including lunch, should be classified as "Training/Didactics/Seminar/Workshop/Orientation" and should equal nine (9) hour days.
- In the case of virtual didactics, lunch would not be tracked, and interns would have a total of eight (8) training hours for the day.



# Policies of Importance

- **Communication Policy**

- If you receive requests for paperwork from an intern or school ***during the training year***, please send all requests to **Toni** for review prior to completing anything.
  - Sometimes schools will contact supervisors to complete additional evaluations, ***please send these to Toni first***. We may still have to complete some, but most of the time our evaluations are fine.
  - NEVER sign a contract from an intern or school without consulting with NPTC first.
- If you receive requests from alumni such as an internship verification, forward the requests to **Mallory** for review prior to completing anything.

# Policies of Importance

- **Intern Time Tracking**

- *Hour Audits*

- Will be continuing with a slightly revised report from the past year.
    - They will be compiled reports to the Training Director of general intern progress.
      - Rather than tracking progress toward a graduation requirement, they will focus on interns' range of acceptable hours.
      - If interns fall below the expected training threshold, NPTC may still request Action Plans as done previously.
    - Comparisons to where the interns are currently vs. where they should be at that point in the year will be added back to the report.
    - NPTC have also provided access to reports/spreadsheets/resources that sites can use to track hour progress as needed (if additional supports are helpful).

# Policies of Importance

- **Intern Time Tracking cont.**

- *Timesheets*

- Continuing with monthly approvals with continued encouragement to interns to be entering their time on a regular basis.
    - Supervisors should have access to reports and new views to see intern hours in different ways to compare to the site timesheets.
    - ***Timesheet hours still need to match the hours reported at the site.***
    - Toni is available by appointment to meet with anyone who would like to get a better tutorial on how to use the reports/filters/views to review intern hours.

# Policies of Importance

- **Intern Time Tracking cont.**

- Things to check on timesheets still....
- Client Contact hours (10 hours per week or 25%)
  - Intern counts the proper amount of time for their sessions.
  - Categories used all start with “Client Contact.”
  - Intern doesn’t over-count co-therapy as supervision instead of client contact.
- Supervision hours (4 hours every week or 10%)
  - All missed supervision time is being made up.
  - Intern tracks both impromptu and scheduled supervision time that happens.
  - Intern doesn’t over-count co-therapy as client contact instead of supervision.
  - **All four hours of supervision are accounted for on their timesheets when reviewing.** – This was brought up by APA that interns were not always able to identify how they were getting 4 hours of supervision per week

# Policies of Importance

- **Intern Time Tracking cont.**

- PTO/Professional Development leave
  - Intern leave should match leave requested at the site.
  - Used for vacation and sick leave as well as the three professional development days.
    - Professional Development days might be tracked as extra PTO, CME, or hours worked at the site level.
    - Make sure your supervisors know which to look for.
  - Should be spot checked by the site supervisor for accuracy.

# BREAK TIME



# Policies of Importance

- **Quarterly Evaluation**

- As a reminder, all questions/competencies need to be addressed at all stages of the internship year.
- Review PDF of questions to review the content to ensure that all areas are being covered and reach out with any questions or concerns.
  - Sites providing training rotations may need to look at ways to ensure that interns receive at least some opportunities for both intervention and assessment from the beginning of internship.
- It is expected that evaluating supervisors collaborate with other supervisors at the agency in order to provide the most accurate assessment of the intern's abilities and progress.
  - You can send a PDF copy to the other supervisors to collect feedback.
  - If another supervisor is responsible for a specific competency area (i.e. assessment) you can complete the evaluation up to that competency page and hit **Save and Continue**. Send the new link to the assessment supervisor and they will be able to enter their scores for the assessment competency and hit **Save and Continue** when they are done. Then this will allow the evaluating supervisor to continue through the rest of the evaluation.
  - Reach out to your site Training Director if you do not know who your interns' other supervisors are.

# Policies of Importance

- **Quarterly Evaluation cont.**

- Supervisors will be given prompts throughout the evaluations depending on the term.
- Please be responsive and provide sufficient justifications based on the questions. Example prompts include:
  - Scores of “Not Trained” in any quarter.
  - Scores of 4 (Competent) or 5 (Special Strength) in the first or second\* quarter.
    - \*Note: in the second quarter this is less of a concern unless full competency areas are averaging 4 or above. Would need sufficient justification to support those scores.
  - Not meeting average threshold for the competency area for the quarter.
  - Not receiving scores of 4 (Competent) or 5 (Special Strength) on all items on the final evaluation.



# Policies of Importance

- **Performance Improvement Policy**

- “Performance Plans” – three categories

- **Action Plan**

- Designation more specifically for situations where the concern is related to things not necessarily in the intern’s control (hour audits etc.) or not performance related.
      - This allows the intern and site to formally document the plan to address these concerns without feeling like they’re blaming the intern for things which are not their fault.
      - The intention of these are to be short-term plan reviews to verify the effectiveness of the plan. The intern would only formally stay on it long enough to verify the plan is working then the plan could continue without the formal oversight.

- **Level 1 Performance Improvement Plan**

- Designation for behaviors worthy of additional oversight and accountability within the intern’s control and/or directly related to their performance, but not related to significant deficits or concerns related to progress toward graduation.

- **Level 2 Performance Improvement Plan:**

- Designation for problematic performance and/or conduct that pose more significant barriers to graduation due to severity and/or repetitive nature.

# Policies of Importance

- **PIP Best Practices**

- PIPs at minimum, need to include the following:
  - level of concern
  - identification of the issue
  - detailed attempts to address the issues
  - listed identifiable and measurable expectations of the intern (i.e. without the use undefined or vague terminology)
  - a deadline to meet expectations
- *Language*
  - Use language that promotes the PIP as a genuine opportunity for growth rather than a punishment-based consequence.
  - Interns who view their PIP as an opportunity for growth, rather than undue punishment or criticism, are more likely to benefit from the plan.
  - Promoting the plan as an opportunity for growth might include
    - Setting aside time to ensure the intern has buy-in to the growth-based plan
    - Describing problem behaviors as behaviors the intern might be struggling with in a particular moment rather than as inherent aspects of their personality.
  - Avoid frequently referring to the trainee by their first as this might feel like accusatory language to the intern. Refer to them as “the intern” or “the trainee” instead.

# Policies of Importance

- **PIP Best Practices cont.**

- *Setting Achievable Goals*

- When offering an expectation for an acceptable performance, it is important to provide specific goals the intern can reasonably attain. (Think SMART goals, i.e. Specific, Measurable, Achievable, Relevant, and Timely.)
    - For example, it is better to list “the intern will respond to emails within 24-hours” as an expectation for acceptable performance rather than “the intern will respond to emails in a timelier manner” since “within 24-hours” informs the intern of the site’s expectation for what constitutes “a timelier manner.”

- *Helping Meet Goals*

- Include any action steps that supervisors or other staff members will take to help the intern meet the goals of the PIP.
    - If an intern is not completing reports on time, for instance, a supervisor might ask to review initial drafts of test reports every two weeks to assist the intern in attaining an acceptable performance.
    - List any additional resources available to interns that might help them attain an acceptable performance.
    - Remember that performance improvement is a collaborative process and supervisors have the responsibility to ensure optimal training opportunities and resources in order for interns to meet their PIP goals.

# Policies of Importance

- **PIP Best Practices cont.**

- *Measuring Acceptable Performance*

- Explain how the intern will know if they are making progress toward meeting the goal of the PIP.
    - Tell the intern when they will be evaluated on progress and what will be measured at the evaluation meeting.
      - If communication and timeliness are being evaluated, for example, tell the intern that their ability to respond to emails within 24-hours over a four-week period will be measured at an evaluation meeting.
    - Set clear next-steps for further performance improvement if the initial goals are not met at the evaluation meeting.
    - It is best to review the PIP with the intern in an evaluation meeting every three-weeks to one-month until the intern is no longer on the plan.
    - It is not a good idea to set the end of the intern's PIP to be the end of internship, as this will not result in timely performance improvement and could make the intern feel discouraged at the thought of being on a performance improvement plan for a good portion if not the majority of their internship.
    - The final review deadline of the PIP should also take place before the intern's final evaluation is due so that the final evaluation can accurately reflect the intern's progress toward proficiency in the profession-wide competencies after they have completed their PIP.

# Policies of Importance

- **PIP Best Practices cont.**

- All **PIP** drafts (regardless of level) must be submitted to the RTD and Angela for review prior to reviewing with the intern.
  - Action Plans put in place due to hour audit requests do **not** have to be pre-approved.
- Regardless of plan type, formal updates will be submitted via webform on a regular basis (usually 1x per month) until it is determined the plan is successfully completed.
- ***Never underestimate the power of “showing your work.”***
  - We want this to be a NORMAL part of our training to show the effort being made by interns, supervisors, and sites.
  - Need to be implemented early enough to show progress and complete the plan before graduation.
- If issues become increasingly problematic, NPTC may provide additional support to the site to oversee the implementation and completion of the Performance Improvement plan.
- ***Ask for help!*** If you need assistance with creating your PIP, please reach out for guidance. We're here to help with the process.

Questions/Comments???