



# Medaille College

**Clinical Mental Health Counseling**

**2018-2019 Clinical Experience Placement Manual**

**Medaille College**

**This manual is designed to introduce students to program expectations and requirements for satisfactory completion of MHC 677 (Practicum in Clinical Mental Health Counseling), MHC 678 (Internship in Clinical Mental Health Counseling I), and MHC 679 (Internship in Clinical Mental Health Counseling II) in Clinical Mental Health Counseling. This manual provides information about overall requirements, logistical processes, and necessary paperwork. The intent of this manual is to provide this information to help prepare the student for the clinical placement experiences.**

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## Professional Behavior and Ethical Practice

It is important that students recognize that they are to exhibit the behaviors of both responsible professionals and good helpers. One's professional behavior in the site (as observed by the campus supervisor and site supervisor) will be evaluated. Other indicators of professionalism include: promptness and adequacy of written work, courtesy displayed toward client populations, employees of the site, and fellow students, and overall maturity regarding the role of the counselor.

All students are also obligated to operate under the highest of ethical standards as reflected in the Code of Ethics of the American Counseling Association (ACA) and other ethical codes and policies/procedures specific to the student's program and site. Violations of the code of ethics or policies and procedures may result in immediate failure of the course, and review by the CMHC Department for removal from the program.

It is the student's ethical obligation to safeguard the welfare of his/her clients. It is the purpose of supervision to provide a learning opportunity for the student while at the same time recognizing the limitations of the student. The dilemma of how to provide freedom for the student to experiment with his/her own behavior while protecting the client is resolved in supervision by asking the student to monitor his/her ethical obligation in the following ways:

1. To request consultation concerning anything about which (s)he is unsure.
2. To inform site supervisors regularly of the current status of all cases and of the procedures (s)he is using and to keep the campus supervisor current on the status of the internship placement.
3. To express feelings concerning anything pertinent to the client's or his/her own welfare.
4. To notify campus and site supervisors immediately of any situation concerning which (s)he has some question of his/her competency to handle.
5. To follow the directives of one's supervisors to the best of one's ability.

## Liability Insurance

In the Clinical Mental Health Counseling Program at Medaille, students are **required** to become a member of the American Counseling Association where liability insurance is available as a part of their membership. At the beginning of the program students are **required** to have professional student liability insurance when enrolled in Practicum in Clinical Mental Health Counseling and/or Internship courses.

## Recording Requirements

Recording counseling sessions and other activities is a vital component of our training model. Therefore, students are required to submit recorded counseling sessions to their campus supervisors for review and critique during practicum. This can be turned into the supervisor on either a thumb/flash drive, DVD, and through a digital recorder.

# PRACTICUM IN CLINICAL MENTAL HEALTH COUNSELING

Practicum in Clinical Mental Health Counseling is intended to combine campus supervision with clinical experience. This represents the first opportunity for the student to engage in direct service with "real" clients. The focus of Practicum in Clinical Mental Health Counseling is on *training* rather than service provision. Counseling skill development is stressed; therefore individual and small group counseling activities (rather than other professional activities) must be the student's primary focus while on site. Students will have one full semester or 4 months to complete 100 total hours including 40 direct hours. Students are *required* to finish Practicum in Clinical Mental Health Counseling before beginning internship. If Practicum in Clinical



Mental Health Counseling is not completed student may not register for MHC 678 Internship in Clinical Mental Health I.

## Requirements

Students must complete supervised Practicum in Clinical Mental Health Counseling experiences that total a minimum of 100 clock hours over a semester. These requirements meet the CACREP standards. Each student's Practicum in Clinical Mental Health Counseling includes all of the following:

1. At least 40 clock hours of direct service (face to face) with actual clients that contributes to the development of counseling skills in both individual and group sessions.
2. Weekly interaction that averages one hour per week of individual and/or triadic supervision throughout the Practicum in Clinical Mental Health Counseling by a program faculty member, a student supervisor, or a site supervisor who is working in biweekly consultation with a program faculty member in accordance with the supervision contract.
3. An average of 1 1/2 hours per week of group supervision that is provided on a regular schedule throughout the Practicum in Clinical Mental Health Counseling by a program faculty member or a student supervisor.
4. The development of program-appropriate audio/video recordings for use in supervision or live supervision of the student's interactions with clients.
5. Evaluation of the student's counseling performance throughout the Practicum in Clinical Mental Health Counseling, including documentation of a formal evaluation after the student completes the Practicum in Clinical Mental Health Counseling.

## Supervision in Practicum in Clinical Mental Health Counseling

Because Practicum in Clinical Mental Health Counseling represents the first opportunity for the student to engage in direct services to clients, the faculty assumes primary responsibility for the student's supervision in addition to the site supervision available at each agency. This allows the faculty the opportunity to tie in didactic instruction and prior preparation with the counseling process itself.

### Group Supervision in Practicum in Clinical Mental Health Counseling

***Students meet every other week for three (3) hours of group supervision.*** The supervisor assigned to MHC 677 is responsible for providing group supervision. The maximum course size is six students to allow for adequate supervision during this semester. Students are expected to attend all classes and meet course requirements as outlined in the course syllabus. These requirements are at the discretion of each individual supervisor and may vary depending on the needs of the group (i.e. SOAP notes, ethics, lethality assessments, microskills etc).

### Individual Supervision

***Students must meet an average of at least 1 hour per week for individual and/or triadic supervision (one other student and supervisor) over the course of the semester.*** Individual/triadic supervision will be provided by a qualified supervisor/ faculty member.

## The Site Supervisor

Although primary responsibility for Practicum in Clinical Mental Health Counseling supervision is with the faculty, the site supervisor is very important to the success of the Practicum in Clinical Mental Health Counseling experience. The CMHC Department acknowledges the professionalism and commitment of our site supervisors. In order to qualify as a site supervisor according to NYS and CACREP, the individual **must** have:

1. A minimum of a master's degree in counseling or a related profession with equivalent qualifications, including appropriate certifications and/or licenses;



2. A minimum of 2 years of pertinent professional experience in the program area in which the student is completing clinical instruction; and
3. Knowledge of the program's expectations, requirements, and evaluation procedures for students.

The CMHC Program requests that the site supervisor of a Practicum in Clinical Mental Health Counseling student:

1. Organize the Practicum in Clinical Mental Health Counseling experience and assure that the student will have an opportunity to work with appropriate clients in individual as well as group counseling (as appropriate);
2. Help orient the student to the site;
3. Provide the student with the opportunity to tape-record client sessions;
4. Provide appropriate space for the student to meet with clients;
5. Monitor the Practicum in Clinical Mental Health Counseling generally in order to determine that the student's needs and the clients' needs are being met;
6. Provide the faculty supervisor with evaluation of the students overall performance and professionalism during the Practicum in Clinical Mental Health Counseling;
7. Be available to the student in case of emergency; and
8. Provide any additional supervision for reasons of necessity or preference. (In other words, the campus faculty welcomes the site supervisor's involvement in supervision above and beyond the minimum expectations listed above.)

## Student in Practicum in Clinical Mental Health Counseling

The CMHC Program requests a Practicum in Clinical Mental Health Counseling student:

1. Anticipate at least a one to two day per week internship commitment to the site;
2. Be as **flexible** as possible to accommodate time, energy and professionalism needed to complete the 100 hours;
3. Provide the site supervisor with accurate information on the requirements of the program;
4. Provide site supervisors with a set schedule for internship days;
5. Monitor one's own professionalism at the site;
6. Provide the faculty supervisor with an accurate assessment of site and appropriate paperwork at all times;
7. Contact site supervisor then campus supervisor in case of emergency; and
8. Provide sites with the best professional behavior and work ethic required of the Clinical Mental Health Program; most noted adhering to time and attendance

## Evaluation

The campus supervisor is responsible for determining the student's final grade. It is customary that the supervisor will consult with the site supervisors. Grades will be based on counseling skill development, completion of required hours and activities, completion of all paperwork (case notes, contract, logs, etc.), and other requirements determined by the campus supervisor. The supervisor will provide specific evaluation criteria in the course syllabus.

## INTERNSHIP IN CLINICAL MENTAL HEALTH COUNSELING I & II

There is a fundamental difference in emphasis between the Practicum in Clinical Mental Health Counseling and the Internship. The Internship builds on the counseling skill development emphasized in Practicum in



Clinical Mental Health Counseling but goes further. The Internship in Clinical Mental Health Is intended to provide students with broad-based practical experience. This experience is designed to have interns relate academic and theoretical learning to field experience. Interns are expected to assume a broad spectrum of counseling roles and functions. The intern is asked to participate in as many activities as feasible that are similar to the responsibilities of the employed counselor. The Internship also provides students with evaluative feedback on their knowledge, attitudes, and skills with specific client populations. Since interns have previously received training in counseling, the staff and the clientele at the placement site should benefit from the services.

## Requirements

There are six requirements for internship that are necessary to consider in identifying an appropriate site.

1. The student must attend class as outlined in the course syllabus.
2. The student must commit a minimum of 600 clock hours to the site to meet the requirements of internship (about 300 hours per semester).
3. Of these 600 hours, a minimum of 240 must be direct service hours. Direct service hours involve face-to-face interaction with clients that includes the application of counseling, consultation, or human development skills. The student is expected to engage in both individual and group counseling.
4. The site must provide supervision by a supervisor deemed qualified by the New York State Office of Professions. (See the section on "Site Supervisor" below for details for NYS and see directly below for site supervision out of state.)
5. The site must permit the student intern to participate in a variety of professional activities in addition to direct service work. These activities should be those that a regularly employed staff member in the setting would be expected to perform.

Note: Any student who plans to seek the LMHC in New York State should seek available guidance from his/her advisor regarding appropriate clinical experiences.

Medaille's Clinical Mental Health Counseling Faculty can provide guidance on out-of-state licensure, education, and internship criteria; ***however, it remains the charge of the student to evaluate requirements for the state or country in which he or she intends to work.*** Students will want to save all syllabi, books and material from the Clinical Mental Health Counseling Program as the out-of-state licensing boards often need copies of these materials. Medaille makes no guarantee that the completion of a degree or coursework for graduate credit will permit the student to obtain licensure in their particular location.

## Supervision

Unlike Practicum in Clinical Mental Health Counseling, the site supervisor is the individual supervisor for the student intern and the group supervisor for the student is the campus supervisor. Clinical supervision should include supervision of counseling cases and related professional activities. Similar to Practicum in Clinical Mental Health Counseling, interns also engage in group supervision on campus with other student interns.

## Group Supervision

**A minimum of an average of 1.5 hours per week OR 3 hours every other week of group supervision over the course of the semester is required.** Students will register for one section of MHC 678 and MHC 679; the faculty member assigned to the course will be responsible for providing group supervision. A maximum of 12 students are registered to each section of Internship to allow for adequate supervision time. Students are expected to attend all classes and meet course requirements as outlined in the course syllabus.



## Site Supervision

As the primary supervisor, the site supervisor should commit a minimum of one hour of weekly individual supervision to the intern. Clinical supervision should include supervision of counseling cases and related professional activities. It is **HIGHLY RECOMMENDED** that site supervisors make use of the intern's audio taped counseling sessions for supervision. The site supervisor will be asked to provide the CMHC Department with evaluations of the student intern's overall performance and professionalism during the internship.

The Clinical Mental Health Program acknowledges the professionalism and commitment of our site supervisors. In order to qualify as a site supervisor, the individual must have:

1. A minimum of a master's degree in counseling or a related profession with equivalent qualifications, including appropriate certifications and/or licenses
2. A minimum of 2 years of pertinent professional experience in the program area in which the student is completing clinical instruction;
3. Knowledge of the program's expectations, requirements, and evaluation procedures for students; and
4. While not required, it is highly desirable if the site supervisor has training in clinical supervision.

The Clinical Mental Health Program requests that the site supervisor of an internship student:

1. Organize the internship experience and assure that the student will have an opportunity to work in a full complement of site activities.
2. Help orient the internship student to the site.
3. Provide appropriate space for the student to meet with clients.
4. Provide the student with the opportunity to tape-record client sessions.
5. Provide a minimum of 1 hour per week of supervision to ensure that the student is successfully implementing the site's case management practices and that clients are being served in a professional manner.
6. Monitor the internship experience in order to establish that CACREP standards are being met.
7. Be available to the intern in case of emergency at the site.
8. Provide the faculty supervisor with evaluation of the student's overall performance during the internship.

The Clinical Mental Health Program requests that the student:

1. Anticipate at least a two to three day per week internship commitment to the site;
2. Be as **flexible** as possible to accommodate time, energy and professionalism needed to complete the 600 hours;
3. Provide the site supervisor with accurate information on the requirements of the program;
4. Provide site supervisors with a set schedule for internship days;
5. Monitor one's own professionalism at the site;
6. Provide the faculty supervisor with an accurate assessment of site and appropriate paperwork at all times;
7. Contact site supervisor then campus supervisor in case of emergency; and
8. Provide sites with the best professional behavior and work ethic required of the Clinical Mental Health Program



## Evaluation

The campus supervisor is responsible for determining the final grade. The instructor will consult with the site supervisor regarding the intern's professional development and skill level. Grades will be based on direct service skills, completion of required hours and activities, completion of all paperwork (contract, logs, etc.), and other requirements determined by the supervisor. The supervisor will provide specific evaluation criteria in the course syllabus.

## CLINICAL EXPERIENCE PLACEMENT PROCESS

*Practicum in Clinical Mental Health Counseling and Internship should not be viewed as other courses* in terms of the amount of time required to prepare adequately for the experience. At the time of matriculation into the program, when the student first meets with his or her advisor, it would be appropriate to begin planning for the approximate time of Practicum in Clinical Mental Health Counseling and subsequently internship. Later, after the student has taken several prerequisite courses, more deliberate planning should begin to take place.

### Beginning the Clinical Experience

Students receive course materials including contract, weekly logs, case note forms, supervision forms, etc. in a *required* information session (classroom visit) by the Director of Clinical Training/Clinical Coordinator six months prior to clinical placement. Students typically begin internship the first day of the month of Clinical Instruction (Helping Relationships). The student must be registered for the course and satisfactorily completed all prerequisite courses. The student may not miss or fail Clinical Instruction and continue in Practicum in Clinical Mental Health Counseling.

**Information Sessions** are held 6 months prior to the placement period.

### Clinical Site Selection Procedure

The selection of a Practicum in Clinical Mental Health Counseling or Internship site should be taken seriously. Student needs, the site, the supervisor, possible experiences, and "fit" should be taken into consideration. It is for this reason that the student-faculty collaboration is HIGHLY encouraged.

**Students are NOT permitted to contact sites until after the information session. Approval of cover letter and resume are highly encouraged.** It is recommended that the student email or **visit** prospective sites. **The student has the responsibility to find and secure an appropriate site.** It is the student's responsibility to keep the Director of Clinical Training/Coordinator updated on progress, and it is the Director of Clinical Training/Coordinator's responsibility to be available for consultation (for students and/or prospective site supervisors) during the process. Once the student and prospective site supervisor have reached an agreement, the student must notify the Director of Clinical Training/Clinical Coordinator who will then confirm the placement. **The placement is not considered final until verified, approved by the Director of Clinical Training/Clinical Coordinator and all contracts and paperwork have been turned into the Director of Clinical Training/Clinical Coordinator.**

### Description of Sites

The current list of approved sites includes:

- state mental health facilities,
- outpatient clinics (city, suburban, rural),
- private practice settings (though hours will be sparse and an additional placement is needed),
- private psychiatric hospitals,
- psychiatric units in general and community hospitals,



- schools and treatment centers for developmentally disabled, behavior disordered and/or emotionally disturbed adults and children,
- chemical dependence treatment programs
- plus specialized programs, such as Day Treatment for Eating Disorders and Neuropsychiatric Rehabilitation Programs
- any site that the Office of Professions deems appropriate

## Acquisition of and Selection Criteria for Practicum in Clinical Mental Health Counseling Training Sites

Any faculty member or student can suggest a particular agency as a potential Practicum in Clinical Mental Health Counseling site.

- The Director of Clinical Training/Clinical Coordinator contacts the potential site administrator and/or supervisor for an initial review of requirements on the telephone or via email.
- If the site meets the basic requirements, the DOCT/Clinical Coordinator schedules a visit with the site administrator and/or supervisor to review the requirements and establish an affiliation agreement.
- In order to approve a site, the DOCT/Clinical Coordinator obtains information regarding objectives and function of the agency, population served, training opportunities and duties available to students, credentials of staff and site (copies of registration, licensure, and/or accreditation), and availability New York State qualified supervisors.
- The DOCT/Clinical Coordinator approves sites based on their overall suitability to provide clinical training that meets CACREP and NYS experience requirements, i.e., emphasis on the acquisition of assessment and clinical skills.
- **The ideal internship experience involves sufficient direct clinical contact, exposure to seminars, meetings, administrative duties and record keeping, and appropriate supervision.**
- Every effort is made to be certain that students receive competent supervision within a mentoring relationship in an environment conducive to learning, and that supervision requirements can and will be met by the training site.

## Policy on Training Sites

- Practicum in Clinical Mental Health Counseling and internship sites approved by Medaille College are expected to conduct their selection and training in a nondiscriminatory manner.
- Sites are expected to select applicants without regard to race, sex, age, ethnic background, or sexual orientation unless they have compelling legal or therapeutic reasons for limiting the applicant pool.
  - Sites that have a selection policy that disallows students based on any of the above criteria will be approved by Medaille College if the Director of Clinical Training/Clinical Coordinator in consultation with the College determines that an adequate legal and/or therapeutic rationale exists for the selection policies.

## Policies for Site Requirements and Evaluation

### Monitoring of Training Sites

- Campus Supervisors **establish and document** email, phone, or direct contact with the Site Supervisors each term.
- All student files **MUST** reflect contact with sites.
- Students complete evaluations of the sites at the end of each internship year.
- Campus supervisors will have biweekly contact with site supervisors.
- The DOCT/Clinical Coordinator carefully reviews these to identify problems at sites.
- DOCT/Clinical Coordinator will offer and make a site visit to those sites that deem it necessarily.



## Deficient Sites

- A site may be identified as deficient due to, for example, inadequate supervision, inappropriate use of students, insufficient workload for students, failure to fulfill the program requirements, or unethical behavior on the part of the supervisor.
  - When this occurs, the DOCT/Clinical Coordinator intervenes by speaking with the supervisor or agency representative to highlight the problematic area (s) and work to address the issue.
  - If appropriate, the DOCT/Clinical Coordinator may develop a remediation plan with the site;
    - if change does not occur or is insufficient, the DOCT/Clinical Coordinator in consultation with the Program Director will terminate use of the site.
- If the problems are egregious, the DOCT/Clinical Coordinator, in consultation with the Program Director may remove the students immediately.
- If problems are discovered at the end of the Practicum in Clinical Mental Health Counseling year, the DOCT/Clinical Coordinator in consultation with the Program Director may terminate the affiliation with the site.

## Student Grievance Procedures

- The Campus Supervisor serves as a liaison with the training sites.
- Students are informed at the beginning of the year to address any problems at their internship site with their Campus Supervisor.
- **The Campus Supervisor keeps the Clinical Coordinator informed of any problems noted by students and any intervention undertaken.**
- Students may also speak directly with the Clinical Coordinator.

## Ineffective Students

- A site may identify a student intern as ineffective due to, for example, inadequate flexibility, inappropriate use of time, insufficient attention to feedback given, failure to fulfill the site requirements, or unethical behavior on the part of the student.
  - When this occurs, the campus supervisor intervenes by speaking with the site supervisor or to highlight and document the problematic area (s) and work to address the issue.
  - If appropriate, the campus supervisor may develop a remediation plan with the student;
    - if change does not occur or is insufficient, the campus supervisor in consultation with the Program Director will terminate the student from the site and place the student on probation.
- If the problems are egregious, the campus supervisor, in consultation with the Program Director and Dean may remove the student immediately from the program.
- If problems are discovered at the end of the Practicum in Clinical Mental Health Counseling year, the campus supervisor in consultation with the Program Director will document this in the students file.

# POLICY FOR STUDENT EVALUATION

## Grade of “Unsatisfactory (U)”

If a student receives an *Unsatisfactory* grade in any term of MHC 677/78/79, **he or she will meet with the DOCT/Clinical Coordinator and/or Program Director** to determine whether he or she will be terminated from the program or will have to re-enroll and repeat some or all of the placement sequence in Clinical Mental Health Counseling. Some examples of reasons why a student would earn a “U” is:

- If a student receives four (4) ratings of “disagree” or “strongly disagree” on the Site Supervisor’s Mid-Year or Final Evaluations, the student **automatically** fails the Practicum in Clinical Mental Health Counseling and receives a grade of “**Unsatisfactory**” for that term of MHC 677/78/79.
- One “disagree” or “strongly disagree” rating may be enough to fail a student on Practicum in Clinical Mental Health Counseling given severity of deficiency.



- A serious deficiency in one or more areas that may be sufficient to fail or receive an “U” or have him/her removed from the program include, but are not limited to:
  - poor clinical judgment,
  - ethical misconduct,
  - deficits in basic clinical skills, and/or
  - problems using supervision.

### Grade of “Incomplete”

Students may receive a grade of “**Incomplete**” (**I**) for reasons such as:

- Insufficient hours;
  - 1) MHC 677 (Practicum in Clinical Mental Health Counseling) : less than 100 hours
  - 2) MHC 678 (Internship I): less than 300 hours (not including Practicum in Clinical Mental Health Counseling hours)
  - 3) MHC 679 (Internship II): less than 600 hours (not including Practicum in Clinical Mental Health Counseling hours)

*Note: Failure to complete placement hours in 3 semesters will force the student to take an additional internship semester at an additional cost. Failure to complete these hours on time may result in a delay of graduation. All paperwork is due one month prior to graduation.*

- Missing paperwork; or
- Other matters at the sole discretion of the Campus Supervisor.

If a student does not complete the 700-hour total requirement with 3 semesters, the student must fulfill the relevant requirements **within one additional semester** (for which the student will have to register) unless extenuating circumstances are pre-approved by the Clinical Coordinator and/or Program Director.

If the student does not complete the requirements, the student will receive a grade of “**Unsatisfactory**” (**U**) and will repeat the placement year. The student will not be guaranteed a clinical placement if this occurs.

### Final Thoughts...

Clinical experiences are related to, but markedly different from, academic coursework. Academic classes teach the “what.” At your internship, the usefulness of the information you have accumulated depends on what you *do* with what you know and how you relate your knowledge to the situations you encounter. Also essential is who you have become as a counselor-in-training.

Remember, though, that you are still a student, and the clinical experience is still a *learning* experience. You have a unique opportunity during clinical experiences to acknowledge what you don’t know, ask questions, try new things, take risks, and subsequently learn from your mistakes, in a supportive, learning-centered atmosphere. You have the opportunity and obligation to *expand* your learning.

Because supervision (individual and group) is the primary mode of instruction, it may also be helpful to prepare for this process. As a student, it is natural for you to rely on your supervisor to facilitate the supervision process and choose interventions to aid in your growth and development as a counselor. It is important to understand that you also contribute to a successful supervision experience. Thinking about your goals, strengths, areas of improvement, and ways of learning, and then communicating these to your supervisor, will help supervision be an active and individualized experience.



## CONTACT INFORMATION

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