

Addendum to 2023 Match – Internship Training Manual  
Section IV – Intern Training Experiences  
Subsection D – Supervision

*New information is highlighted in yellow*

## D. Supervision

All doctoral interns (as defined by BPC §2911) are required to receive supervision. In keeping with C-14 I from the APA Standards of Accreditation, supervisory relationships are: a) evaluative and hierarchical, b) extend over time, and c) have the simultaneous purposes of enhancing the professional functioning of the intern; monitoring the quality of services offered to clients; and serving as gatekeeper for those who are to enter the profession.

Supervisors and interns are required at all times to be in compliance with the Board of Psychology's laws and regulations and with the APA Ethical Principles and Code of Conduct (CCR §1387.1(c), (d), (e), (j) and 1387.2(b), (c), (h)) The following are supervision requirements in the state of California:

- **Supervision Agreement Document:** Supervision agreements must be signed prior to the accrual of SPE hours per CCR §1387(b)(10). We complete the *California Board of Psychology Supervision Agreement* on the first day of internship (and as one of the first tasks of internship) with the Training Director serving as the Primary Supervisor.

Once interns select their primary supervisor for the year, a new agreement is completed. At the end of the year, interns are provided with an original signed copy, a signed copy is put in the signed envelope we provide for you to send to the Board of Psychology once you apply for licensure, and two signed originals are retained in their intern file. Additionally, the intern's home institution receives electronic copies of these signed supervision agreements.

- **Supervisor Requirements:** Primary supervisors must be a psychologist licensed by the California Board of Psychology (CCR §1387.1) and have completed a six-hour course in supervision every two calendar years (CCR §1387.1(b)). Supervisors at University of the Pacific will also ensure that they have received adequate training in how to provide appropriate and effective telesupervision, noting differences between traditional supervision and telesupervision. All supervisors must be employed by Pacific and available to the intern 100% of the time the intern is accruing SPE (CCR §1387(b)(6)).

To be in compliance with the APA Standards of Accreditation (Standard II.C.3.b-c) interns must receive at least four (4) hours of supervision each week, with at least two (2) hours per week of individual supervision during the course of the internship year. Trainees must receive supervision for 10% of the total hours worked each week, and trainees will not exceed forty-four (44) SPE hours per week (CCR §1387(b)(4)).

Supervisors ensure that all SPE, including recordkeeping, is in compliance with the APA Ethical Principles and Code of Conduct (CCR §1387(b)(4)). Supervisors monitor the

welfare of the intern's clients (CCR §1387.1(f)), and the performance and professional development of the intern (CCR §1387.1(h)). The primary supervisor must also monitor the supervision performance of all delegated supervisors that is required in CCR §1387.1(n).

- **Trainee Requirements:** Interns may not have proprietary interests in the business of their primary or delegated supervisors and cannot serve in any capacity that would hold influence over their supervisor's judgment in providing supervision (CCR §1387(b)(3)). Interns cannot have ever been a psychotherapy patient of the supervisor (CCR §1387.1(k) and 1387.2(l)). Interns cannot function under another mental health license while accruing SPE (CCR §1387(b)(9)).

Interns must ensure that each client they see is informed, prior to the rendering of services by the intern, that: (1) the intern is unlicensed and is functioning under the direction and supervision of the supervisor, and (2) the primary supervisor shall have full access to the client records in order to perform supervision responsibilities (CCR §1387.1(g) and 1391.6(b)).

- **Supervised Professional Experience (SPE):** Interns must maintain SPE logs (CCR §1387.5) to keep track of their daily activities as documented in Titanium.
  - All SPE log forms are located in the Forms & Templates folder of the shared drive (SPE Weekly Log, SPE Monthly Log, SPE Final Log).
    - These forms are utilized throughout the year. It is recommended that you save the forms to your computer (e.g., OneDrive folder) and keep them updated as you accrue hours to aid in the completion of these forms weekly.
  - **Weekly and Monthly Logs must be completed and submitted to the Training Director within one week of the experience being recorded.**
    - For weekly SPE logs, the week begins on the first of every month. SPE weekly logs are completed using the following time frames, and are completed even for weeks where you did not earn any hours:
      - 1<sup>st</sup>-7<sup>th</sup>
      - 8<sup>th</sup>-14<sup>th</sup>
      - 15<sup>th</sup>-21<sup>st</sup>
      - 22<sup>nd</sup>-28<sup>th</sup>
      - 29<sup>th</sup>-31<sup>st</sup>
    - Once you complete your SPE log, submit it to the Training Director for approval. The Training Director will review the log for accuracy and either return it to you for changes or sign it and save it in your electronic file. The Training Director will provide you with a signed electronic copy of each correct SPE log. **It is your responsibility to maintain all original log files.**

- Use your signed weekly logs to complete your Monthly SPE log and submit it to the Training Director. The Training Director will review the log for accuracy and either return it to you for changes or sign it and save it in your electronic file. The Training Director will provide you with a signed electronic copy of each correct SPE log. It is your responsibility to maintain all original log files.
  - The Final SPE log is due to the Clinic Operations Manager and Training Director in July. The Training Director will provide the specific date that it needs to be completed each year.
- **Verification of Experience:** At the conclusion of the internship year, the Training Program completes a *Verification of Experience Form* (VOE form) (CCR §1387(b)(10)). As with the supervision agreement, the intern is given a signed original, a signed copy is placed in the envelope to provide to the Board of Psychology, an electronic copy is emailed to their home institution, and two signed original forms are placed in their intern file.

Per directions from the Board of Psychology, we will give you your original supervision agreements and VOE forms in a sealed and signed envelope at the end of your internship. When you apply for licensure, the Board of Psychology directs you to include that envelope and you will mail it to the Board for processing.

- **Use of Video Recording in Supervision:** Interns are required to record all therapy sessions with clients. Recordings are used to provide direct observation of the work that is occurring with the clients. All clients electronically sign a supervision notice and consent to record form to allow video recording to occur. This form is included in the general consent forms all clients receive at the time they make their first appointment at the start of every academic year (for our purposes, the start of the academic year is August 1).

When offering in-person sessions, sessions are recorded using a camera attached to their computer in their office using the “Record” function of Zoom. For virtual sessions, sessions are recorded utilizing the “Record” function of Zoom. For more information, please refer to the *CAPS Protocols & Procedures manual*.

- **Types of Supervision Received at CAPS:**
  - Primary Supervision (individual supervision): Interns meet with their primary supervisor for two (2) hours per week. Over the course of the year, we expect interns to prepare for supervision and, with increasing levels of independence, be able to provide an overview of their caseloads and to determine priority cases for more in-depth clinical supervision. If your primary supervisor is unavailable due to a conference, illness, or other leave of absence, interns meet with the Training Director or Director to receive primary supervision.
  - Group Supervision (group supervision): Interns meet weekly with their group supervision facilitator for 75 minutes. The focus of this supervision is on working

with the more complex cases that might be on an intern's case load that might benefit from additional supervision support aside from your primary supervisor. Supervision will include instruction, case presentations, sharing of videos from clinical sessions, and discussions designed to support the lifelong learning and growth of therapists who provide trauma-informed treatment.

- Case Consultation Meeting (group supervision): Case consultation is a 60-minute twice monthly opportunity to present individual and group therapy cases with training and clinical staff members present. This meeting alternates with other permanent staff meetings and occurs on the second and fourth Tuesdays of the month. One meeting will focus on individual case presentations scheduled in advance; the other meeting will focus on group therapy consultation. Interns provide peer supervision and clinical perspectives during this time and receive clinical perspectives and consultation from peers and supervision from the training staff throughout the meeting.
- Professional Issues Group Supervision (group supervision): Professional Issues is a 60-minute weekly opportunity to meet with the Training Director and is designed to provide a forum for interns to reflect on their individual and collective internship experiences. A significant portion of Professional Issues is devoted to the development of intern professional identity, values, behaviors, and attitudes. Interns share in identifying, exploring, and processing salient professional issues that arise in the field of psychology, and establish a strong professional identity as a health service psychologist.

The objective of this experience is to develop reflective skills and multiple ways of knowing legal, ethical, and other professional practice issues, to solidify the development of their professional identity, and to provide a space where interns can engage in difficult conversations, provide peer consultation with each other, and receive supervision from the Training Director.

- Didactic aspects of this group supervision include:
  - How to use self-reflection and self-evaluation to implement a self-care plan that takes into consideration the stressors of being a professional in this field;
  - How to conduct a program evaluation using aggregated distal data and write a report to disseminate the information found in the evaluation; and
  - How to implement knowledge regarding the theoretical bases of supervision into practice through providing feedback, role-playing supervision experiences, and video review.
- Case Assignment Team (CAT) Meetings (group supervision): The CAPS clinical staff meets weekly to discuss cases from the week's triage and solution session appointments who need to be scheduled for ongoing clinical support for assignment to an available clinician.

- Administrative Supervision with the Training Director (delegated supervision): Interns who are not the direct supervisee of the Training Director meet with the Training Director bi-weekly for 30 minutes of administrative supervision. Supervision focuses on identifying and exploring salient professional issues that they may not be comfortable speaking about in front of their cohort, any difficulties that might be arising in primary supervision, and provides a general space for additional support.
- Formal/Informal Consultation (delegated supervision): All licensed staff psychologists are delegated supervisors for each intern. Interns may consult with licensed staff psychologists regarding their cases, and to allow in the development of mentoring relationships around specific shared interest areas (e.g., IFS, eating disorders, etc.).

- **Telesupervision (below is all new)**

Pursuant to the Commission on Accreditation (CoA) Implementing Regulations, Section C: IRs Related to the *Standards of Accreditation*, section C-15 I. “Telesupervision” updated in July 2023, University of the Pacific CAPS utilizes telesupervision in ways that address generally accepted best practices. According to this Standard, “[t]elesupervision is supervision of psychological services through a synchronous audio and video format where the supervisor is not in the same physical location as the trainee”.

Due to the nature of University of the Pacific’s three campus model, and the participation of licensed clinicians from all three campuses on the Training Team, the use of telesupervision is a necessary component of the training model at Pacific CAPS. Additionally, telesupervision is used regularly to accommodate remote work options as well as when interns or supervisors are out of the office due to sickness. Any videoconferencing used through Pacific CAPS occurs over a secure network (Zoom) which is only accessible by the intern or supervisor’s unique ID and password.

Utilizing telesupervision allows for the continuity of supervision and ongoing support from and access to supervisors. Given the increasing use of telehealth and telesupervision in the fields of psychology and mental health, psychologists in training should have exposure during their training to utilizing videoconferences for multiple professional roles, which could include supervision, other meetings, and clinical work. Thus, providing telesupervision is consistent with the aims of the internship to train clinical/counseling psychologists on the provision of psychological services and both providing and receiving supervision through a synchronous audio and video format is a generally expected skill of entry-level Health Services Psychologists.

Telesupervision is always utilized within the context of relationships with primary and delegated supervisors who are also on-site. Supervisees have regular interactions with their primary supervisors in person as well as remotely. Relationships between trainees and supervisees are built at the onset of the supervisory relationship during the orientation to the

training program. Primary supervisors make every effort to meet in person for their first few supervision sessions to build the relationship before shifting to meeting via telesupervision.

For psychology interns at University of the Pacific, telesupervision may account for all of the required four hours of both individual and group supervision. Supervisors who offer primary and group supervision but who reside on other campuses within the University of the Pacific system, or have permanent work from home accommodations, maintain professional responsibility for clinical cases. Trainees are informed of how to contact supervisors when consultation and crisis coverage or assessment are needed. If a trainee needs to contact a supervisor when they or the supervisor is not physically in the office, they can utilize a Teams chat, a phone call, and/or a Zoom consultation. All trainees have the office and personal phone numbers of all supervisors. There are in-person delegated supervisors available to trainees at all times during the workday, and a licensed psychologist supervisor is always available to be contacted during work hours.

Trainees who are performing adequately in the program are eligible for telesupervision. In a situation in which the trainee is not performing adequately in the program, has demonstrated problematic behavior, and/or is on a remediation plan to support skill attainment, the Training Team will discuss whether telesupervision remains an appropriate supervision modality for this trainee. Any changes to these expectations will be communicated to the trainee and should be outlined in any remediation plan or other discussion about additional support to address the concerns. The Training Team will also discuss in bimonthly Training Team meetings how relationships between primary supervisors and trainees are going, and how ruptures are being handled if they occur.

Confidentiality and privacy expectations for telesupervision remain the same as expectations for confidentiality of clinical sessions. Telesupervision is conducted via a secure Zoom platform, and all trainees and supervisors receive training as needed in using this software at the beginning of the training year. Telesupervision is expected to be done via synchronous audio and video. Supervisors have access to all trainee clinical notes using the Pacific CAPS electronic medical record (EMR) software, Titanium Schedule®.

Whether live or scheduled, targets of supervision must be multifaceted, including, but not limited to, the trainee's clinical skills, interpersonal skills, ethical/legal adherence, documentation skills, and tele-health specific skills. Evaluation of a trainee's telehealth skills include ensuring effective rapport-building via telehealth technology, tele-etiquette, such as the trainee's dress, cultivated virtual therapeutic space, and speech volume, and managing potential lags and delays with technology. As justice, equity, diversity, and inclusion are paramount to clinical and non-clinical work at Pacific CAPS, this extends to telesupervision. In situations where trainees or supervisors have accessibility issues when it comes to telesupervision, the Training Director will work with both Human Resources and the office of Disability Services to ensure appropriate accommodations are in place to fulfill telesupervision requirements.