# EPS Internship Manual

**M.A. Clinical Mental Health Counseling**

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GUIDELINES FOR ALL STUDENTS IN EPS 694 COUNSELING INTERNSHIP

The purpose of these guidelines is to clarify the objectives of the Master of Arts in Clinical Mental Health Counseling Internship and to outline the specific responsibilities of the Student Intern, the Student’s Practicum Instructor, the Agency, and the Agency Supervisor. All students in the Masters of Arts in Clinical Mental Health Counseling are required to complete 600 contact hours (6 credit hours) of internship after successful completion of all coursework, including EPS 692: Counseling Practicum. The internship is usually completed as a full-time (40 hours per week over 15 weeks) experience in a single approved agency during the last semester of the student's program. Another option is a half-time (20 hours per week) experience in an approved agency during the last two semesters of the student's program. On occasion, students may opt to split their internship between two agencies. If they do so, they would need to register for two semesters of internship (i.e., 3 credit hours each semester) and complete 300 hours at the first site, and complete the next 300 hours at the next site during the subsequent semester. All exceptions to how the internship is completed must be submitted to the student’s Practicum Instructor and will be considered for approval by the Educational Psychology Counseling Committee. Paid internships are encouraged but not required. All internship options need prior approval from the student’s Advisor.

The internship provides the students with the opportunity to apply the theoretical concepts and skills learned in their academic program and supplement the knowledge and skills with practical experience. The internship also allows students to make the transition from the academic setting to the actual work setting and therefore adapt more realistically to the professional lives they are about to enter. The student performs under supervision, all the activities that a regularly employed staff member in the setting would be expected to perform.

OBJECTIVES OF THE INTERNSHIP

1. To engage in both individual and group counseling that enhances their knowledge and skills in the following areas: (a) human growth and development, (b) social and cultural foundations, (c) helping relationships, (d) groups, (e) career and lifestyle development, (f) appraisal, (g) research and program evaluation, (h) professional orientation, and (i) foundations, contextual dimensions and practice of clinical mental health counseling.

2. To learn how the agency fits into the community services system including understanding: (a) rural and multi-ethnic needs and (b) ways to structure interagency partnerships to connect at-risk children, youth, and families with comprehensive human services to support their success in school.

3. To learn the function, structure, and goals of the agency.

4. To learn how to establish and maintain effective working relationships with supervisors, coworkers, and clients of different ethnic and racial backgrounds.

5. To develop written and oral communication skills that are considered essential to functioning effectively within the agency.

6. To gain supervised experience in the use of a variety of professional resources such as assessment instruments, computers, print and non-print media, professional literature, research, and information and referral to appropriate providers.
7. To perform the duties required of a regularly employed staff member who is occupying the professional role similar to which the student is aspiring.

**Responsibilities of the Intern Candidate**

1. To understand and practice the procedures, policies, and regulations established by the agency.
2. To ask for assistance and supervision when needed to assure the client receives adequate services.
3. To seek the assistance of appropriate staff members to address problems and register complaints.
4. To attend conferences, staff meetings, and training sessions that are assigned by the Agency Supervisor.
5. To conform to the dress code of the agency.
6. To inform the Agency Supervisor when she/he will be late or absent.
7. To complete Activity Log Sheets weekly and submit them to the Student’s Faculty Supervisor every month. The activities must include:
   a. a minimum of 240 hours of direct service with clients,
   b. a minimum of 1 hour per week of individual supervision,
   c. a minimum of an average of 1½ hours per week of group supervision throughout internship.
8. To complete the Student Self-Evaluation Forms and review them with your Agency Supervisor before discussing them with the Student’s Faculty Supervisor. Two self-evaluations are completed for each internship. The first self-evaluation is completed at the mid-point and the second at the end of the internship.
9. To complete and submit the Supervisor and Site Evaluation Forms to the Student’s Advisor.
10. To complete and submit the NAU Student’s Faculty Supervisor Evaluation Forms to the Student’s Advisor.

**Admonitions Regarding Students Behavior During the Internship**

The student's conduct should conform to the rules and regulations of the agency and the ethical standards of the American Counseling Association (ACA) at all times during the internship. Students must avoid sexual and harmful dual relationships with clients, coworkers, and supervisors that could impair their professional judgment or increase the risk of exploitation.

If during the course of the internship, the Agency Supervisor, Student’s Advisor, or Student Intern determine that the student has difficulty functioning effectively at the setting, steps will be taken to correct the situation. The Student’s Advisor will arrange a meeting that will include the Student Intern, Agency Supervisor, and the Student’s Advisor. Corrective action will be discussed and if continuation is agreed upon, a Professional Growth Plan (PGP) will be
developed by the group. If discontinuation is agreed upon, the Student’s Advisor and Student Intern will determine if the Student Intern can be immediately reassigned to another agency or if reassignment will occur for a following semester. Students will not receive credit for hours accumulated in a discontinued internship.

When a Student Intern's behavior is found to be unethical following the rules and regulations of the agency and the ethical standards of the American Counseling Association, the student may be dropped from the internship and from the Educational Psychology Program. The Student Intern may appeal this decision. The first step of the appeal process is for the student to request an appeal hearing through the Student’s Advisor. The Student’s Advisor will set up a meeting with the Student Intern, the Student's Advisor, the Coordinator of the Counseling Committee, and the Chair of Educational Psychology. If the Student Intern is not satisfied with the Educational Psychology Department Committee, he or she may appeal next to the Associate Dean of the College of Education. If necessary, the persons to contact in the next steps of the appeal include Associate Provost for Research and Graduate Studies, the Provost, and lastly the President.

**The Roles of the NAU Practicum Instructor**

The NAU faculty member who’s serving as the student’s Practicum Instructor is essential in the transition from Practicum to Internship since Practicum immediately precedes Internship. Therefore, the Practicum Instructor plays an integral role (during Practicum itself) in helping each student prepare well ahead of time for Internship by orienting the Practicum Student to Internship, collecting the Internship contract and site-based information required by the Internship Site Supervisor, and generally assisting in the overall smooth transition from Practicum to Internship. The academic caveat is that Practicum is a pre-requisite for Internship.

1. To assist all Practicum Students in the transition from Practicum to Internship by orienting all Practicum Students to Internship policies and procedures no later than halfway through the Practicum semester.

2. To collect information from each Practicum Student well in advance of the Internship, including:
   
   a. Site Supervisor credentials, proof of licensure, curriculum vitae or resume, proof of participation in recent, relevant training in the supervision of counselors.
   
   b. The Internship contract.

3. To provide the completed documentation to the EPS office so that the administrative staff can verify that all Internship documentation has been collected. This allows the administrative staff to register each student for their respective section of Internship.

4. To communicate to the NAU Internship Faculty Supervisor about the status of each student transitioning from Practicum to Internship.

**The Roles of the Agency**

1. To provide the student with an opportunity to intern in a professional counseling setting with supervision, working with coworkers, providing services to clients, and using community resources.
2. To provide opportunities to integrate knowledge with practice in the following areas: (a) human growth and development, (b) social and cultural foundations, (c) helping relationships, (d) groups, (e) career and lifestyle development, (f) appraisal, (g) research and program evaluation, (h) professional orientation, and (i) foundations, contextual dimensions and practice of clinical mental health counseling.

3. To provide best practice models of counseling services.

4. To provide the students with the opportunity to interact with professional role models.

5. To provide students with the opportunities to identify with the clinical mental health counseling profession.

6. To provide students with the opportunities to become familiar with a variety of professional activities other than direct service.

7. To provide students with the opportunities to use session recordings or live supervision of the student’s interactions with clients appropriate to the specialization for use in supervision.

8. To provide students with the opportunities to gain supervised experience in the use of a variety of professional resources such as assessment instruments, computers, print and non-print media, professional literature, research, and information and referral to appropriate providers.

**PROCEDURE TO BECOME AN AGENCY SUPERVISOR**

**QUALIFICATIONS**

Students must complete internships in clinical mental health counseling settings with access to on-site supervision from a master’s or doctoral level licensed counselor who has a minimum of two years of pertinent professional experience in community counseling or closely related area, and recent and relevant training in counseling supervision. Ideally, the Clinical Supervisor should be a currently active Licensed Professional Counselor (LPC). In the event that the student is compelled to choose a setting without access to an Arizona LPC, the student may seek supervision with permission from their Practicum Instructor from one or more of the following professionals:

(a) Licensed Psychologist, or

(b) Licensed Clinical Social Worker, or

(c) Licensed Marriage and Family Therapist.

If you are interning in another state, the supervision must meet the requirement of that state. If that state does not have licensure law for counselors, the requirements must meet the Arizona standards.

**APPLICATION**

The student will need to provide the Student’s Practicum Instructor with the prospective Agency Supervisor’s:

(a) Current copy vita/resume,
(b) Current copy credentials (copy of licenses), and
(c) Evidence of training in providing counseling supervision.

**PROCESS**

Once application materials are received, the Agency Supervisor will receive notification within 2-4 weeks informing him or her that they are eligible to provide supervision to NAU Counseling Interns, pending further notice. Applications will be kept on file in the Educational Psychology office.

Once a supervisor is on the approved list, there will be no need for re-application for supervising interns in subsequent semesters. Periodic re-updates will be provided by the supervisor when necessary (e.g., current copy of renewed credentials).

**THE ROLES OF THE AGENCY SUPERVISOR**

1. To orient the student to the agency.
2. To provide the student with written or electronic materials describing the policies and procedures of the program, as well as the program’s expectations, requirements, and evaluation procedures for students.
3. To sensitize the student to broad issues, trends, and dilemmas in the internship, so that she or he may gain some perspective as to the macro system in which the program operates.
4. To plan, organize, and coordinate activities and learning experiences for the student so that he or she will understand all of the functioning areas of the program.
5. To help the student in planning, organizing, and implementing her or his duties.
6. To set up learning situations such as interviews, staff meetings, and consultations in which the student is a participant.
7. To ensure that the student performs 600 contact hours of meaningful job duties related to professional counseling that include: (a) a minimum of 240 hours of direct service with clients and (b) a minimum of 1 hour per week of individual supervision. (Please note that the NAU Student’s Practicum Instructor is responsible for providing the minimum of 1½ hours per week of group supervision to all interns).
8. To provide formal and informal supervision in which policies, roles, activities, and client concerns can be discussed.
9. To inform the student of steps he or she should take to improve weakness and further develop strengths in job performance.
10. To review with the student her or his evaluations prior to submitting them to the Student’s Practicum Instructor. Two evaluations are completed for each internship. The first evaluation is completed at the mid-point and the second at the end of the internship.
11. To provide the student with the opportunity to become familiar with a variety of professional activities and resources in addition to direct service (e.g., record keeping, assessment instruments, supervision, information and referral, in-service, and staff meetings).

12. To provide the student with the opportunity to develop program-appropriate audio/visual recordings for use in the supervision or to provide the student with live supervision of his or her interactions with clients.

13. To provide the student with crisis response protocols, and with resources to contact the Site Supervisor (primarily) and/or other licensed professionals on staff in the event of an acute crisis.

**THE ROLES AND RESPONSIBILITIES OF THE STUDENT’S FACULTY SUPERVISOR**

1. To provide the student with an average of 1½ hours per week of group supervision on a regular schedule throughout the internship.

2. To provide an opportunity for students to discuss their provision of counseling experiences with the Student’s NAU Faculty Supervisor.

3. To ensure students and agency personnel that the University and Program remains involved and interested in their progress and studies.

4. To address any academic or clinical practice problems that may develop between the student and program.

5. To evaluate the student's progress and professional potential and provide the student with feedback relative to professional development.

6. To function as a liaison between the university and program. The Student’s Practicum Instructor will make at least 3 contacts with both the Program Supervisor and Student Intern. The Student’s Faculty Supervisor will complete the Student’s Contact Forms for each contact to document supervision activities.

The **first contact** is designed to review the internship goals and expected activities, clarify the roles of the Agency Supervisor, Student Intern, Student’s Faculty Instructor, and specify the documentation and evaluation process.

The purpose of the **second contact** is to conduct a mid-point evaluation of the Student's internship performance in a conference with the Agency Supervisor and Student Intern and develop objectives, activities, and timelines to support improvements in performance. During the **third contact**, the final evaluation of the student's internship performance is completed during a conference with the Agency Supervisor and the Student Intern.

The 3 contacts will be on-site agency visits when the internship is within 20 miles of each student’s respective campus (Flagstaff, Phoenix, Tucson, etc.). For internships being completed greater than 20 miles from their respective campus and within Arizona, at least one of the contacts will be on-site and the other 2 contacts will be by telephone using conference calling that includes participation by the Agency Supervisor, the Student Intern, and the Student’s Faculty Supervisor. For approved out-of-state internships, 3 telephone contacts will be
conducted using conference calling that includes participation by the Agency Supervisor, the Student Intern, and the Student’s Faculty Supervisor.

**PROFESSIONAL CODE OF ETHICS AND CERTIFICATION GUIDELINES**

Students in this Master’s program should follow the professional code of ethics and certification guidelines established by the following two organizations:

**National Board of Certified Counselors**
3-D Terrace Way
Greensboro, NC 27403
(919) 547-0607
[www nbcc org](http://www nbcc org)

**American Counseling Association**
5999 Stevenson Ave.
Alexandria, VA 22304
(703) 823-9800
[www counseling org](http://www counseling org)

**PROCEDURES FOR ARRANGING AND PARTICIPATING IN INTERNSHIP/FIELD EXPERIENCES**

**SEMESTER PRECEDING THE INTERNSHIP**

1. **Well in advance of the beginning of the Internship semester, the following should take place:**

   a. During the first two weeks of the semester preceding the beginning of the Internship, the student will download the EPS 694: Internship-Masters Guidelines Manual and all Internship forms at the Educational Psychology website, read it thoroughly and discuss it with his or her Practicum Instructor. Then, the student will arrange an appointment with his/her Practicum Instructor to discuss appropriate internship sites based upon the student’s interests and needs.

   b. Following the meeting with the Practicum Instructor, the student investigates Practicum Instructor-approved internship site possibilities by visiting and interviewing with supervisory personnel at the various agencies. When the student has tentatively decided upon an internship site, he/she will complete the Internship Contract Form including appropriate signatures and return it to his/her Practicum Instructor for final approval.

   c. The internship contract (with Agency Supervisor's signature) must be returned to the Student's Practicum Instructor well in advance of the semester preceding the start of the Internship. The Student's Practicum Instructor must approve and sign the internship contract and then the student will receive the sequence number and can enroll in EPS 694. The approved internship contract should be sent to the participating agency and pre-internship arrangements should be made. Internships will not be permitted for the following semester unless the required information is received by this time. The student needs to obtain student professional liability insurance to cover the period that he/she is on the internship.

   d. After the contract has been approved by both the Internship Agency Supervisor and the Student’s Practicum Instructor, a training session will be conducted with the internship agency supervisors to orient them to NAU internship policies and procedures.
CHECKLIST AND TIMELINE INTERNSHIP ACTIVITIES AND DOCUMENTATION

Before internship
1. _____ Register for 3 or 6 credit hours
2. _____ Internship contract is signed, complete, appropriate
3. _____ Site Supervisor’s CV/resume in, approved by NAU Faculty Supervisor
4. _____ Site Supervisor’s license/certificates approved by NAU Faculty Supervisor
5. _____ Site Supervisor’s proof of supervision training approved by NAU Faculty Supervisor
6. _____ Intern’s liability insurance confirmed by NAU Faculty Supervisor
7. _____ Site Supervisor received orientation from NAU Faculty Supervisor

Throughout Internship (daily/Weekly)
1. _____ Keep track of hours in Weekly Hour Log (in excel)

Early Semester
1. _____ Meet with Advisor to complete graduation, get signatures, turn in to Advisor
2. _____ Keep track of hours in Weekly Hour Log (in excel)
3. _____ First Group SV Meeting at NAU (weekly schedule arranged by NAU Faculty Supervisor)
4. _____ Arrange for NAU faculty member to visit Site for Contact #1
5. _____ Contact #1 completed at site, including orientation provided by NAU Faculty Supervisor

Beginning of each new month
1. _____ Turn in hard copy of previous month’s hours, signed by you and Site Supervisor at first Group Supervision meeting of new month
2. _____ Continue tracking hours on daily or at least weekly basis

Mid-Point of Internship (@ approximately 120 direct hours & 300 total hours)
1. _____ Keep track of hours in Weekly Hour Log (in excel)
2. _____ Complete Mid-Point Self-Reflection paper (follow directions/rubric carefully)
3. _____ Turn in paper to Site Supervisor before 300 hours
4. _____ Site Supervisor reads and provides feedback on Reflection Paper before it goes to NAU faculty member
5. _____ Intern completes Self-Evaluation form. Site Supervisor provides feedback to Intern about paper.
6. _____ Intern brings signed Self-Evaluation form to NAU Faculty Supervisor
7. _____ Site Supervisor completes Mid-Point Evaluation of Intern. Discusses ratings and comments with Intern. Intern provides this form to NAU Faculty Supervisor
8. _____ Contact #2 completed at site

End Point of Internship (@ 240+ direct hours & 600 total hours)
1. _____ Complete Final Self-Reflection paper (follow rubric), turned into NAU Faculty Supervisor
2. _____ Turn in Final Self-Reflection paper to NAU Faculty Supervisor
3. _____ Site Supervisor completes Final Evaluation of Intern
4. _____ Intern brings Final Evaluation
5. _____ Complete Evaluation of Site (bring to NAU Faculty Supervisor)
6. _____ Complete Evaluation of Site Supervisor (bring to NAU Faculty Supervisor)
7. _____ Complete Evaluation of NAU Supervisor (bring to NAU Faculty Supervisor)
8. _____ Site Supervisor completes Agency Supervisor End of Internship Program Evaluation form
9. _____ Turn in Final Hourly Log (Summary tab), signed, bring to NAU Faculty Supervisor
10. _____ Contact #3 completed at site
11. _____ Verify that graduation processes are completed