



Family Service of the Chautauqua Region

**Pre-doctoral Psychology
Internship Handbook**

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Overview

Family Service is launching a pre-doctoral psychology internship program beginning the fall of 2025. Pre-doctoral interns have completed all the coursework for their PhD except for their dissertation. They have completed practicums and assessment classes. We hope to attract these young professionals by having good opportunities for students to get community experience as well as quality supervision and support.

Family Service of the Chautauqua Region has a 120-year history of providing for the needs of the vulnerable in Chautauqua County. One of our strengths for decades has been our focus on education of counselors and interns through practicums and apprenticeships. Our new pre-doctoral internship program in psychology is an exciting expansion for our area. While this training is required for psychologists to become licensed, there has never been an organized program in Chautauqua County to allow psychologists to complete these two years of training without leaving the area. That is about to change. We are accepting applications for our first interns to begin their placements in the fall of 2025.

Pre-doctoral Internship in Psychology:

Family Service offers a variety of opportunities to pre-doctoral psychology interns. Practice in a rural area means being comfortable with becoming a generalist. Interns will be able to see a wide variety of outpatient clients, from children and adolescents to seniors. Family Service provides individual and family counseling. Intern placements in schools or community agencies are concurrent components with time at Family Service. 80% of time will be devoted to clinical rotations, including direct service, report writing and collateral contacts. This will be divided between Family Service's outpatient programs and a community agency. The agency or agencies assigned will be determined based on the student's goals and the opportunities available. Opportunities for psychological assessment, including autism and learning disabilities, will be part of the experience. The remaining 20% of time will be devoted to supervision, research (primarily dissertation if needed) and learning opportunities.

Along with the 2 hours per week of individual supervision with a licensed psychologist, there will be weekly group supervision, supervision with a certified school psychologist who is ABD and opportunities for consultation with LCSWs and peers. Onsite teaching and learning will be supplemented with online courses through APA's online Continuing Education program and the Psychological Association of Western New York Continuing Education.

Time for dissertation or other research is permitted, and community participation is encouraged.

Educational Philosophy:

Psychology is a science, but practicing it is also an art. The internship and post-doctoral residency are the final integration of the didactic learning and the practice before becoming an independent professional. Interns are guided by their supervisor in creating a learning experience that meets their needs. The first class of interns will have a role in shaping the program.

Family Service has a history of looking at the system—the client, the family, the school, and the community. We want interns to learn to look at each of the levels of the system and intervene effectively at the level needed. There are many ways to conceptualize problems and solutions. Respect for the individual grows out of empathy and effective intervention out of engaging the client/family/system to make change happen. While basics such as Person Centered Treatment and Motivational Enhancement Techniques are relevant to most clients, other modalities can be selected based on client needs and therapist skills. As such, some readings and trainings will be for all, others will be self-directed.

The Agency:

Family Service has been a respected provider of counseling services in our offices and in the schools of Chautauqua County since the 1940's. We have had staff co-located in local primary care offices and had an innovative home visit program for home bound elderly with mental health needs until COVID turned it into a telehealth program. Our staff consists of 1 licensed psychologist, 2 licensed clinical social workers, and several mental health counselors. In addition, we have an Employee Assistance Program that offers counseling and training to local companies and a Spanish/English Interpreter program that works with Office of Mental Hygiene clinics in Chautauqua County.

The Supervisors:

Dr. Kelly Burkhouse is the Psychology Internship Director for Family Service. She earned her PhD in clinical psychology from Southern Illinois University and has practiced in Western New York since 1990. She is licensed as a psychologist in New York and Pennsylvania. A true generalist, she has helped design programs for domestic violence offenders and sexual abuse offenders, run groups for victims of sexual abuse and consulted with group homes for developmentally disabled individuals. The majority of her career has been as a generalist outpatient therapist, providing counseling to adults, couples, teens and families. She also has done psychological evaluations for a variety of populations. She works for Family Service and has a private practice in the area.

Katie Centi is currently working at the Child Advocacy Program (CAP) in Jamestown and is doing family therapy, individual therapy, and assessments while completing her dissertation on trauma interventions in the schools. Katie's PsyD is anticipated for June 2025. She earned her master's/specialist degree in School Psychology in 2009 from the University at Buffalo. Katie returned to school to pursue her doctoral degree after working for 12 years as a school psychologist in the public school systems in California, Texas, and New York. Current specialties/interests include psychological assessments, autism evaluations, and trauma work. Katie is a Somatic Experiencing Practitioner, which focuses on the somatic mind/body connection to heal trauma.

The Region:

Family Service is located in Jamestown, NY, a city of 28,000 people located in a rural county of 127,000. Historically, there are many people of Italian and Swedish descent who celebrate their roots. Rural poverty and urban poverty are both distinct vulnerable populations. More recently, the county has become home to a growing number of Spanish speaking families from Puerto Rico, Mexico, Columbia and more. There are Amish farms and Native Americans with roots in the Seneca Nation. Our community is becoming more diverse and proactive, meaning there is a space for everyone. We have summer visitors from all over, but also farmers who are close to the land. Many people have to travel to Buffalo NY or Erie PA for specialists, including psychology services.

Please check out the link below for details about Chautauqua County demographics.

<https://usafacts.org/data/topics/people-society/population-and-demographics/our-changing-population/state/new-york/county/chautauqua-county/>

Statement of Diversity

Family Service is interested in expanding our reach toward real diversity in both our clinicians and the populations we serve. A high value is placed on the dignity and worth of individuals regardless of gender, ethnicity, race, sexual orientation, age, physical and mental abilities, religious beliefs and socioeconomic status.

Diversity Plan

Chautauqua County was once home to the Seneca Nation, and borders the current Seneca Nation reservation. After the formation of the United States, the area was settled by Europeans, particularly Swedish and Italian immigrants. More recently, there has been an influx of Hispanic groups, particularly from Puerto Rico and Mexico. Family Service has a program that provides Spanish language interpretation and translation to area mental health agencies. There is a large percentage of senior citizens in our agency, which were served by a home visit program prior to COVID and now can access telehealth.

We are hoping to recruit diversity in our interns to Chautauqua County, with especial interest in individuals who are bilingual in English and Spanish. We welcome varied applicants and would like to increase our outreach to locally underserved populations.

Due Process/Grievance Procedures

When an intern or agency has a concern, this should first be discussed with the psychologist supervisor. Each intern will have two supervisors, though in the initial year, the second supervisor will not yet be licensed. In addition, each intern will have a site supervisor for each placement outside Family Service. They can also be approached informally to resolve issues.

If these measure are not sufficient to address the problems, concerns will be addressed according to the personnel policies of Family Service. The Clinical Director would be the next level above the Psychologist Supervisor.

Our Employee Handbook policy applies:

PROBLEM RESOLUTION: Family Service strives to ensure fair and honest treatment of all employees. Supervisors, managers, employees (and interns) are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism. If employees disagree with established rules of conduct, policies or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with Family Service in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe a condition or employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. Employees may discontinue this procedure at any step:

1. If appropriate the employee should attempt to resolve the situation on his/her own.
2. If resolving the situation on his/her own is not appropriate or possible, the employee should report the situation to his/her supervisor, who will immediately follow-up on the situation and seek to resolve the matter. The Executive Director will also be notified of the situation.
3. If it is inappropriate to refer the situation to the supervisor, or if the supervisor is unable to resolve the issue, the situation will be referred to the Executive Director. The Executive Director will investigate the situation and seek to resolve the matter.

It should be noted that not every problem can be resolved to everyone's total satisfaction.

WHISTLE BLOWING POLICY: Employees are encouraged to raise serious concerns within the agency rather than overlooking a problem or "blowing the whistle" outside. The policy provides avenues for employees to raise any serious concerns within without the fear of victimization, subsequent discrimination or disadvantage, and to receive response for those concerns. The policy applies to all employees working for the Family Service. All concerns will be treated in confidence and every effort will be made not to reveal your identity if you so wish.

Raising concerns should be directed first to your supervisor, this depends however on the concern and who is involved. Concerns involving management should be directed to the Executive Director. Concerns involving the Executive Director should be directed to the Board President or HR Board Committee Chair. Also, if employees feel their concerns are not being satisfied they should feel free to contact the Board President or HR Board Committee Chair. Responding to your concerns will be handled in a timely manner.

The policy is intended for employees to have an avenue within the agency to raise concerns. Family Service will make every effort to satisfy any concern raised; however, if our efforts are not satisfactory, and the matter is taken outside the agency, employees are to ensure not to disclose confidential information.

Site Placements

Family Service is the hosting agency and one of the placement sites. As opportunity and funding allow, each intern will have at least one external rotation at an organization where there is a match between the intern's training and interests and the agency's services and needs.

We are still involved in discussions of potential agencies for our first year partnerships. Chautauqua County Mental Hygiene has committed to a placement. Potential applicants are welcome to contact us to ask about opportunities available at any time.

Agencies so far who are interested in the program:

- Chautauqua County Mental Hygiene (OMH accredited outpatient treatment program and OASIS accredited substance abuse outpatient treatment program)
- Local School District(s)
- The Resource Center

Training Model

To be a well-rounded clinician, both knowledge of the research and apprenticeship with experienced clinicians are needed. No two clients are alike, and the ability to help people feel safe and connected is fundamental to working toward lasting change. Therefore, our goal is to support our students and clinicians, in order for them to support our clients and community. Interns need to arrive with skills for forming therapeutic relationships and knowledge of the DSM5. Similarly, we expect interns will already be familiar with administration of some well-known psychological assessment tools. Over the course of the internship, we will refine skills for diagnosis and treatment planning. We will guide in practical and evidence supported approaches to implementing treatment goals. Cognitive behavioral therapy and motivational enhancement are part of an eclectic approach. We utilize an apprenticeship model with expectation that interns will also avail themselves of opportunities to search out materials and trainings to develop their own areas of interest. We will provide information to prepare those who are considering private practice after licensure.

Competencies

There are several areas that are priorities for interns to develop competence and increasing levels of independence during their training.

ETHICS AND LEGAL:

- It is expected that all interns will comply with all state and federal laws, including HIPAA. An initial training will be provided and supervision will address these issues, which range from informed consent and privacy laws to special regulations for certain populations. By the end of the internship, interns are expected to self-monitor and know when to consult on complex or challenging situations.

- It is expected that interns will abide by the American Psychological Association code of ethics and we will discuss in supervision situations where there are complex ethical issues to be considered and how to consult and notate that decision making. By the end of the internship, interns are expected to self-monitor and know when to consult on ethically complex or challenging situations.
- The well-being of the client is a priority that should always be held up in discussion or ethics and legalities.

ESTABLISHING THERAPEUTIC RELATIONSHIPS

- Interns will understand the value of the therapeutic relationship in counseling and will improve skills for relating to a wide variety of people with respect to their ethnicity, social status, religion, sexual orientation, economic situation, gender and sexual orientation, diagnostic category, age, and many other group factors that require attunement.
- Interns will learn about populations of special interest to them and will also learn how intersectionality affects therapeutic relationships.

PROFESSIONALISM

- Interns are representatives of Family Service and our participating agencies as well as their universities. They are expected to show a high degree of professional behavior and values. This includes showing respect for all people, whether clients, staff or community members. This includes managing emotional regulation and developing rapport to work with different agencies, professions, and community groups.
- Interns are expected to be able to manage their time responsibly and to discuss with their psychologist supervisor and/or site supervisor any issues relating to workload, workflow, or other variables that allow them to fulfill their work tasks responsibly.
- Honesty, integrity and persistence are values that are expected of all interns.

INTERPERSONAL AND COMMUNICATION SKILLS

- The therapeutic relationship mentioned above is only one of the types of Interpersonal skills a psychologist needs to develop.
- The ability to express oneself in writing, whether psychological assessments, treatment notes, or articles for the general public are key skills. Academic writing is not a requirement of this internship.
- Maintaining good communication with supervisors, colleagues, site staff, clients' other services providers or family members, etc. is a valuable part of being a psychologist.
- Communicating with clients in a therapeutic manner and finding ways that they can take in information and utilize it is one of the key skills that will be discussed.

PSYCHOLOGICAL ASSESSMENT

- All interns will be expected to conduct psychological assessments as needed for their placements. Most often requested assessments are autism, attention deficit

disorder, learning disabilities and developmental disabilities. Interns will be expected to have some knowledge of test administration and interpretation at the outset of the internship and to develop these skills to an independent level by the end of the internship.

INTERVENTIONS

- All interns will be expected to develop and utilize a variety of intervention skills for different populations and problems. The ability to find evidence supported interventions and to fine tune interventions to fit a specific patient will be a competence to develop.
- All interns will need to develop ability to utilize Person Centered interview skills, Motivational Enhancement skills, and Cognitive Behavioral Skills. Other modalities are likely to be used depending on the expertise of the intern, the supervisor and the needs of the client.

DIDACTIC TRAINING

Interns will be provided a subscription to the American Psychological Association online education, which allows unlimited access to recorded continuing education webinars. This will allow interns to select topics of interest beyond the skills training provided onsite.

Because this is our first year, we will be designing the didactic portion of our training in collaboration with our first class of psychology interns and the years' social work interns. We have full staff trainings as needed for the agency as well as meetings where community agencies join us to talk about the services offered. Our goal is to maintain maximum flexibility in providing training. Opportunities for interns to present in areas of knowledge are planned.

SUPERVISION

- All interns will receive 2 hours per week of individual supervision from a licensed psychologist.

For the first year, the supervisor of record will be Dr. Burkhouse. There will be additional supervision provided by Katie Centi, a certified school psychologist who is planned to earn her license during the first internship year.

- Group supervision is To Be Determined (depending on the size of the psychology cohort and the social work intern cohort).
- For external placement, each intern will have a site supervisor who will assist in training in the organization's procedures and Electronic Health Records. This person will not be a licensed psychologist during the first year. Working with other professionals is key in small communities.

ACTIVITY LOGS

Interns will need to keep logs of their time spent on various activities. This includes the number of direct service hours, supervision hours, and breakdowns of types of client and service.

EVALUATIONS

Evaluations will be provided twice per year. Feedback will be sought from site supervisors but the evaluation will be completed with the Training Director.

MAINTENANCE OF RECORDS

Records of interns experiences and evaluations will be maintained by Family Service of the Chautauqua Region for 20 years. They may be paper records or digital or a combination.

APPLICATIONS AND SELECTION PROCEDURES

The following materials are required for application and should be submitted to kellyb@fscr.mygbiz.com.

- **Cover Letter (please include information about your goals for internship and career)**
- **Curriculum Vitae**
- **All Graduate Transcripts**
- **Three letters of recommendation**
- **A completed Psycho-Educational Evaluation as a sample of written reports (Attached as "supplementary materials" via AAPI online).**

Applications will be accepted until all slots are filled.

Applicants must be from APA accredited programs. Preference will be given to applicants whose past training, skills and goals are a good fit with the opportunities available. We will look at academic success, information about practicums, cover letter, report writing analytical and narrative skill, as well as factors that can help with engagement with diverse groups (such as being bilingual, experience with LGBTQ+ issues, experience with children and the elderly, culturally diverse background personally or career wise, to name just a few).

Interviews will be conducted in February/March either in person or via zoom. In person interviews are desirable if feasible. We will use the opportunity to tell you about our agency and program; we will also give you every opportunity to let us know how you see yourself being a good fit for our agency.

The final number of interns chosen will depend on the funding available and the number of community sites that having signed on to offer intern placement. It will also depend on the match between intern skills and interests and the sites availability. Our target for the 2025-2026 year is two interns.

STIPEND, BENEFITS, EMPLOYMENT:

Selected interns will be employees of Family Service of the Chautauqua Region and will have an annual stipend of \$25,000, payable biweekly. The internship is one year at 37.5 hours per week, which is 1,875 hours as there will be 8 days of PTO which can be used for illness, personal time, or vacation. There are also 15 holidays. In addition, New York Safe and Sick Leave is provided as detailed in the Employee Handbook.

Interns have the opportunity to sign up for health insurance at the same share of premiums as other full time employees. They can elect dental and vision insurance at employee rates. There is no retirement plan or contribution for a one-year internship. Interns will be provided with an agency laptop and expected to use it for all PHI.

The Employee Handbook is a supplement to this Intern Handbook and will cover additional conditions of employment.