



S O U T H E A S T P S Y C H

Pre-Doctoral Internship Program

ABOUT US

Southeast Psych is a group psychology practice in Charlotte, NC that provides a full range of assessment and intervention services for clients of all ages and backgrounds. With a clinical staff nearly 30 full-time professionals, including 20 doctoral-level licensed psychologists, Southeast Psych has emerged as a leader among psychological practices.

Beginning in the fall of 2009, we began providing an exceptional training experience for two pre-doctoral psychology interns in professional psychology. Interns will have the opportunity to conduct individual, group, and family therapy, as well as a wide range of assessments for a diverse client population, including children, teens, adults, and families.

One of the distinctives of our internship training program is that, in addition to excellent training in assessment and therapy, it also teaches interns about the business of private practice, including such important aspects as building a referral base, marketing, and managing front office staff.

Assessment Experiences

Southeast Psych provides assessment services to individuals of all ages, including pre-school children up to geriatric-aged adults. Assessment questions range from psychoeducational concerns to personality assessments to violence risk

assessments. Interns would be able to participate in the full range of these assessment experiences.

Intervention/Therapeutic Experiences

Southeast Psych provides therapeutic services, including individual, group, and family therapy, to a wide range of clients, ranging from pre-school children and their parents up to older adults. Presenting issues include a wide range of Axis I and II disorders. Interns would be able to participate in the full range of these intervention experiences.

Clients Served

Southeast Psych serves children, adolescents, and adults of all ages, all races, all socio-economic, and various religious and cultural backgrounds. Some clients present for individual therapy, others for couples' therapy, some for parent consultation, some for family therapy, and some for group therapy.

OUR MISSION

Our mission statement has gone through two revisions in the past eight years and it now reads:

Southeast Psych puts psychology into the hands of as many people as possible to enhance their lives.

Our mission challenges us to think about how to get psychology to people in a variety of ways, including traditional therapy and assessment, as well as in the form of presentations, products, podcasts, and other innovative ways. We want to get psychology to “as many people as possible.” This broadens our potential client base and helps us focus on making psychology accessible to all people. By putting it into their hands, there is a certain element of giving it away, of equipping people to use it

themselves, of making it highly accessible. Finally, when we say that psychology enhances lives, we affirm that we believe in what we do and what we have to offer. It presents psychology in a positive light and makes it for all people. Indeed, our tagline has become, “Psychology for All.”

OUR VALUES

Southeast Psychological Services has four core values that guide our decisions and shape our culture. They make up the acronym FIRE:

- **Fun** — we value fun, spontaneity, humor, and enjoyment of life
- **Innovation** — we value innovation, invention, creativity, and change
- **Relationships** — we value healthy, honest, and authentic relationships
- **Excellence** — we value excellence, greatness, striving, and distinction

BACKGROUND FACTS

- Southeast Psychological Services was founded in 2000 as a Professional Limited Liability Company (PLLC). It is now doing business as *Southeast Psych*.
- The practice’s home office is located in the Southpark area of Charlotte, NC. (For more information about Charlotte, see Facts About Charlotte section). A second office is in the Blakeney area of Charlotte.
- There are currently five managing partners: Jonathan Feather, Frank Gaskill, Heidi Limbrunner, Barrie Morganstein, and Dave Verhaagen, all doctoral-level licensed psychologists. In addition, there are 15 other full-time doctoral-level licensed psychologists (Ph.D. and Psy.D.) and eight masters-level clinicians (i.e., licensed professional counselors, licensed clinical social work) on staff. We also contract with a psychiatrist who has his office on site.
- SPS has had solid and consistent growth in client referrals, staff size, revenues, and programming every year since its founding.

- SPS is a true group practice; it is not a collective of individual clinicians.
- Clinicians at Southeast Psych have published eight books and many professional journal articles. The practice will also be featured in an upcoming chapter of an APA book about building an ideal psychology private practice.

OTHER INFORMATION ABOUT THE PRACTICE

- In addition to the main office and a second satellite office, we have developed an Assessment Center that may eventually become its own freestanding program within the next 1-2 years. Currently, the Assessment Center offers three specialty assessments: ADHD/LD, Asperger's Disorder/High Functioning Autism, and Academic Excellence (learning style and strengths for high-achieving students). Other specialty evaluations may be added later.
- We have partnerships with the Charlotte-Mecklenburg Police Department, Charlotte-Mecklenburg Schools, and contracts with Charlotte-Mecklenburg Area Mental Health Authority, in addition to affiliations with private schools and other agencies.
- We have a solid network of referrals sources that includes physicians, public and private schools, members of the faith community, and many other professionals.
- We are the only organization in the region that offers APA-Approved Continuing Education Credits.

GOOD MATCH FOR SOUTHEAST PSYCH?

In our experience, the following personal qualities are needed for an individual to be a good match for Southeast Psych, whether as an intern or as a full-time staff member:

- A fun personality that likes to laugh
- Good relationship skills and a desire to be part of a group or team

- Strong skills in therapy and/or assessment
- A willingness to take on other tasks that might benefit the overall practice
- An ability to take constructive criticism and to give honest feedback
- A high degree of consistency and follow-through on tasks

FACTS ABOUT CHARLOTTE

- Charlotte is the largest city in North Carolina and the 19th largest city in the U.S. The city is home to about 671,000 people and the metropolitan area has around 1.65 million people.
- It is the second largest banking center in the U.S. Nine of the Fortune 500 Companies are headquartered in Charlotte. It is also a hub for U.S. Airways.
- The area has one professional men's basketball team (Charlotte Bobcats), one professional women's basketball team (Charlotte Sting), one professional football team (Carolina Panthers), one professional men's soccer team (Charlotte Eagles), one professional women's soccer team (Lady Eagles), one professional arena football team (Carolina Cobras), one minor league baseball team (Charlotte Knights), and hosts major golf events.
- It has the largest sports facility in the Southeast (Lowe's Motor Speedway). About three-quarters of all NASCAR employees are within a 2-hour radius of Charlotte.
- It has a wide array of cultural and community events, including Festival in the Park, the Carolina Renaissance Festival, CityFest Live, Speed Street, as well as other events celebrating different cultures and the arts.
- It has 10 colleges and universities (e.g., UNC-Charlotte, Queens University, Johnson & Wales), dozens of private schools, and a top-rated public school system (for example, 3 of the public high schools have been rated among the Top 100 Best High Schools in the U.S. by Newsweek).

- It has a 105-acre theme park (Paramount's Carowinds) and a 19,000-seat amphitheater (Verizon Amphitheater), and several other entertainment venues.
- It is approximately 2 hours from the mountains and 4 hours from the beach by car.
- Median family income: \$59,097 (compared to \$44,840 U.S. average).
- Average house cost: \$221,000 for 2,400 sq. ft.; average apartment cost: \$769 for two bedroom, unfurnished, no utilities. Average electricity bill is \$110 per month.
- Charlotte is fourth in the country on the Cost of Living Index, having a cost of living that is well below the national average.
- The city is 58% White; 33% African-American; 7% Hispanic; 3% Asian
- The city has generally mild winters and hot, humid summers. In January, the average daytime high is 51 degrees (F); in July, the average daytime high is 90 degrees (F). The annual average temperature is 72 degrees (F).

OTHER FAQ'S:

These are some of the Frequently Asked Questions about our pre-doctoral internship program. If you need more information, please contact the Director of Training at dverhaagen@southeastpsych.com.

What are the overall goals of the training program?

A training program for pre-doctoral psychology interns fits within our mission and core values and allows us to equip a younger generation of psychologists to provide excellent services. Our internship program has the following goals:

- To provide doctoral-level psychology interns with training and experience in individual and group psychotherapy with children, adolescents, and adults.

- To provide doctoral-level psychology interns with training and experience in conducting psychological and psychoeducational assessments with children, adolescents, and adults.
- To train doctoral-level psychology interns in the business and professional aspects of establishing and maintaining an outpatient private psychotherapy practice.
- To equip doctoral-level psychology interns to be ethical independent practitioners.

How is the internship designed to meet these goals?

Each intern shall receive a minimum of two individual hours of supervision per week, one hour for therapy cases and one hour for testing and assessment cases. In addition to this, a half-day of training shall be provided each Friday morning from 9-12noon that will include training on professional development topics, ethics, and also give interns the opportunity to present cases on a weekly basis.

Where does the training occur?

Training occurs at our Southpark office in Charlotte, NC. The training facility includes a conference room with digital projection, white board, and other teaching aids. In addition, there is ample computer access, online access to research databases, and two large screen televisions to assist in training.

Who is the Director of Training?

Dave Verhaagen is the Director of Training for Southeast Psych. He has a Ph.D. in psychology from UNC-Chapel Hill and is a licensed psychologist who is board-certified (ABPP) in Clinical Child and Adolescent Psychology. In the past, he has served as the Clinical Director for three mental health agencies, including the largest of its kind in the state. He is the author or co-author of several books, including *Assessing and Managing Violence Risk in Juveniles* (Guilford), *Sexually Aggressive*

Youth (Praeger), and *Parenting the Millennial Generation* (Praeger), as well as *Therapy with Young Men* (Routledge). He has held several adjunct faculty appointments. He is also a frequent speaker at regional, state, and national conferences.

What are the responsibilities and duties of the Director of Training?

The Director of Training has seven primary responsibilities and duties:

- to ensure that each intern has two assigned supervisors who are providing supervision on a weekly basis.
- to ensure that Friday training days are scheduled and that the training content is sound, up to date, relevant, and in keeping with best practices.
- to mentor each intern in professional development, including helping sharpen career direction and learning the business of private practice.
- to plan at least one full-day conference of training each year for interns and other professionals.
- to keep all documentation current, including APPIC documentation requirements, program statistics, and so on.
- to ensure that each intern has four annual reviews.
- to be responsible for all matters related to the integrity of the program, including ethical matters, training guidelines, and client concerns.

How many hours of supervision are provided each week?

Each intern shall receive two hours of individual supervision each week. Each intern shall receive supervision from two different supervisors each week, as well as a half-day of training and supervision each week from another licensed supervisor.

Who provides the supervision?

Each intern shall receive supervision from a doctoral-level psychologist who is in good standing with the North Carolina licensing board.

Each supervisor signs a supervision agreement whereby he or she takes clinical responsibility for cases under his or her supervision. Each supervisor must also complete a supervision note for each supervision session.

How many hours a week are interns expected to provide direct, face-to-face services to clients?

Each intern is expected to average 15-22 hours per week in direct, face-to-face psychological services to clients. These hours can be in the form of interventions (e.g., therapy) or assessment. While there may be some weeks when an intern might provide fewer hours of direct service (due to shortened weeks, trainings, client cancellations, etc.), interns will never be expected or asked to provide more than 25 hours of direct service in any given week.

How many hours per week do interns spend in didactic activities?

Minimally three hours per week. On some weeks, an additional hour of in-service will be provided. Full and half-day conference will be provided on an annual basis.

In addition to these three hours, Southeast Psych is also a provider of APA-approved continuing education training. We sponsor professional conferences on an annual basis and each intern would be invited to participate as part of his or her training program.

What are your expectations for intern performance?

Interns are evaluated after the first month, the first three months, the first six months, and then near the end of the internship experience. We view evaluations as opportunities to give and receive feedback about each intern's progress and experience. The internship training program can be modified and enhanced based

on each intern's feedback and his or her unique needs. Interns are typically evaluated on each of these dimensions:

- Each intern is expected to provide assessment and intervention services to clients that are mutually agreed upon by the intern and his or her supervisor.
- Each intern is expected to set and meet specific goals with his or her supervisor for developing therapeutic skills over the course of the internship training year.
- Each intern is expected to set and meet specific goals with his or her supervisor for developing assessment skills over the course of the internship training year.
- Each intern is expected to practice ethically in all his or her activities.
- Each intern is expected to use supervision sessions to discuss difficult, challenging, complex, or uncertain issues that they face in their delivery of services.
- Each intern is expected to participate in group processes, including attending and participating in staff meetings and didactic trainings, as well as other group activities.
- Each intern is expected to fully document all services that he or she delivers to clients.
- Each intern is expected to give direct and honest feedback to his or her supervisors about the quality of the internship experience, as well as any grievances or concerns that may arise.
- Each intern is expected to conduct at least three community marketing efforts during the course of his or her internship.
- Each intern is expected to give at least one presentation to a small or large group during the course of his or her internship.

How is a pre-doctoral psychology intern's performance evaluated?

Evaluation of intern performance occurs in two ways. First, each intern will meet with at least two supervisors every week. Each supervisor can give the intern feedback about any concerns that may arise during those meetings.

Second, Pre-doctoral Psychology Interns are rated and evaluated four times a year by their clinical supervisor using a standard rating form, which is intended to determine their competencies in various areas specific to their training. The rating form contains areas that reflect the specific goals of the training program and performance objectives outlined in the internship brochure. Upon completion of the rating form, the supervising psychologist will meet individually with each intern to discuss the supervisor's appraisal of their performance, as well as to address specific areas of strength and needed improvement. During the individual meeting, specific steps will be suggested to address any problem areas identified in this process.

How can interns give feedback about the training program?

Pre-doctoral psychology Interns are invited to give feedback about the quality of the training basis on an ongoing basis to their supervisors and to the Director of Training. Interns are also afforded the opportunity to rate the quality of their training experience within the internship using a standard rating form. Interns will complete the form at mid-year and submit it to the Director of Training for review. At the end of the internship year, interns will be asked to collectively rate the quality of their experience and training using a more open-ended questionnaire. Intern ratings are an important factor in determining modifications to the training program.

How does the training program handle serious performance concerns or grievances against an intern.

Southeast Psych uses formal grievance policy and procedures to ensure that grievances are handled in a manner that ensures due process and respect for the individual.

DUE PROCESS: GENERAL GUIDELINES

Due process ensures that decisions made by Southeast Psych about interns are not arbitrary or personally based, requires that Southeast Psych identify specific evaluative procedures which are applied to all trainees, and have appropriate appeal procedures available to the intern so that he/she may challenge Southeast Psych's action. General due process guidelines include:

- 1) Presenting interns in writing with Southeast Psych's expectations related to professional functioning
- 2) Stipulating the procedures for evaluation, including when and how evaluations will be conducted. Such evaluations will occur at meaningful intervals
- 3) Articulating the various procedures and actions involved in making decisions regarding problems
- 4) Communicating, early and often, with graduate programs about any suspected difficulties with interns and seeking input from these academic programs about how to address such difficulties
- 5) Instituting, with the input and knowledge of the graduate program, a remediation plan for identified inadequacies, including a time frame for expected remediation and consequences of not rectifying the inadequacies
- 6) Providing a written procedure to the intern that describes how the intern may appeal Southeast Psychological Services' action
- 7) Ensuring that interns have sufficient time to respond to any action taken by Southeast Psychological Services
- 8) Using input from multiple professional sources when making decisions or recommendations regarding the intern's performance

- 9) Documenting to all relevant parties the action taken by Southeast Psychological Services and its rationale

DUE PROCESS PROCEDURE

I. PURPOSE

To provide policy and procedures for fair and effective supervision of psychology interns including corrective action and termination when necessary.

II. POLICY

Corrective action and termination of interns working for Southeast Psych on a contractual basis is part of Southeast Psych commitment to promoting the profession of psychology. If possible, the goal is to restore the intern to conduct consistent with North Carolina State law, professional ethics, and organizational policy.

III. DEFINITIONS

- A. Chief Psychologist: Dave Verhaagen, Ph.D., ABPP
- B. Pre-doctoral Psychology Intern: A doctoral student in psychology who has been advanced to candidacy and is employed by Southeast Psychological Services as a Psychology Intern. The terms “Intern” and “Psychology Intern” and “Pre-doctoral Psychology Intern” are used interchangeably.
- C. Supervisee: An individual who is enrolled in an academic graduate program who is employed by Southeast Psychological Services on a contractual basis for the purpose of completing experiential and educational requirements for completion of a degree and who requires supervision. In the context of this policy, *Supervisee* refers to Psychology Pre-doctoral Interns.

- D. Supervisor: one who is licensed to practice psychology and has a minimum of five years of licensed practice. In the context of this policy, *Supervisor* refers to the Clinical Supervisor who is responsible for the actions of the intern.
- E. Psychology Training Director: The administrative director of the psychology training programs. Dave Verhaagen, Ph.D., ABPP

IV. PROCEDURES

A. If an intern's behavior is deemed problematic or if an intern receives a rating of "Unsatisfactory" or "Needs Improvement" from any of the evaluation sources, the following procedures may be initiated:

1. The intern's supervisor will meet with the Director of Training to discuss the problematic behavior or inadequate rating and determine what action needs to be taken to address the issues reflected by the problematic behavior or rating.
2. The intern will be notified, in writing, that such a review is occurring and will have the opportunity to provide a statement related to his/her response to the problematic behavior or rating.
3. In discussing the problematic behavior or rating and the intern's response (if available), the Director of Training may adopt any one or more of the following methods:

- The first step to address a problematic behavior or rating would be an attempt at informal resolution. The Director of Training may recommend remedial training for the intern that may include completing additional reading, taking a course pertinent to the problematic area, or preparing a presentation that would require the intern to consolidate his or her

knowledge of the subject matter in question. Other informal remedial actions may also be suggested to address the unique circumstances of the intern at the discretion of the Director of Training.

- In the event that an informal resolution to problematic behavior or rating cannot be achieved via the aforementioned, the second course of action is to issue an "Acknowledgement Notice" which formally acknowledges a) that supervisors are aware of and concerned with the problematic behavior or rating, b) that the problematic behavior or rating has been brought to the attention of the intern, c) that supervisors will work with the intern to specify the steps necessary to rectify the problem or skill deficits addressed by the problematic behavior or rating, and d) that the problematic behaviors or rating are not significant enough to warrant serious action.
- The third course of action is to place the intern on "Probation" which defines a relationship such that supervisors and the Director of Training actively and systematically monitor, for a specific length of time, the degree to which the intern addresses, changes and/or otherwise improves the problematic behavior or conduct associated with the rating. The probation is a written statement to the intern and includes: the actual problematic behaviors or rating, the specific recommendations for rectifying the

problem, the time frame for the probation during which the problem is expected to be remedied, and the procedures designed to ascertain whether the problem has been appropriately rectified.

- The Director of Training may also determine that the disposition is to "Take no further action."

B. The Director of Training will then meet with the intern to review the action taken. If "Probation," is determined, the intern may choose to accept the conditions or may choose to challenge the action. The procedures for challenging the action are presented in the following section titled, **"How can interns express and resolve grievances about the training program?"**

C. If either the Acknowledgment Notice or the Probation Action occurs, the Director of Training will inform the intern's sponsoring university, indicating the nature of the problematic behavior or rating, the rationale for the action, and the action taken by supervisors. The intern shall receive a copy of the letter sent to the sponsoring university.

D. Once the Acknowledgment Notice or Probation is issued by the Director of Training, it is expected that the status of the problematic behavior or rating will be reviewed no later than the next formal evaluation period or, in the case of probation, no later than the time limits identified in the probation statement. If the problematic behavior or rating has been remedied to the satisfaction of supervisors, the intern, sponsoring university and other appropriate individuals will be informed and no further action will be taken.

E. If the supervisee is placed on probation and the issue is not satisfactorily resolved during the probationary period, but progress has been achieved, the probationary period may be extended up to an additional three months at the discretion of the training director.

F. If no progress has been realized during the probationary period, the training director may terminate the internship. The intern's sponsoring university will be notified in writing of the disposition of the internship.

How can interns express and resolve grievances about the training program?

As an intern at Southeast Psychological Services, a student might have a grievance against any individual associated with the internship (e.g., clinical staff, on-site supervisor). As a first step, the intern is strongly encouraged to resolve the issue informally with the party involved. If the student has attempted to do so unsuccessfully or believes he or she is unable to do so without the assistance of an external party, the intern may proceed through as many of the following steps as may be necessary for the resolution of the problem.

1. Discuss the issue with a managing partner (currently Jonathan Feather, Psy.D.; Frank Gaskill, Ph.D.; Barrie Morganstein, Ph.D.; or David Verhaagen, Ph.D., ABPP) who is not directly involved with this complaint. At this initial exploratory stage, the student may speak confidentially to the managing partner who will help to clarify the problem. In some cases, this contact may be sufficient to resolve the complaint.
2. If necessary, the managing partner may, with the permission of the intern, perform an informal investigation, which may include interviewing the parties involved or any party who has evidence concerning the validity of the complaint.
3. If this informal investigation fails to lead to the resolution of the grievance, the managing partner will assist the intern in formulating a written plan of action.
4. If such procedures are used and are unsuccessful in resolving the complaint in the eyes of the student, then a Grievance Panel of the Internship Program will review the complaint. Such a review is formal and requires a written

complaint on the part of the student. The Grievance Panel is composed of one managing partner, one senior member of the clinical staff (five years or more at Southeast Psych), and one junior member of the clinical staff (less than five years at Southeast Psych). The Intern is entitled to have at least one staff member of his/her own choosing on the Panel to ensure there is a member serving in his/her best interest. The Grievance Panel will render a decision about the complaint that will be communicated in writing to all parties involved.

5. If the decision involves the withdrawal of the intern from the site, or if the student wishes to make an appeal, the complaint will be reviewed by all managing partners of Southeast Psych. At this point, a decision to withdraw the intern from the site or to overturn the decision of the Grievance Panel must be made by a unanimous vote of all managing partners. This will be the final appeal and last step in the Grievance Policy.

How many hours total are needed to complete the internship?

A total of 2000 hours are needed to complete the internship over 12 consecutive months.