HANDBOOK
Clinical Social Work Fellows

University of Colorado at Boulder
Wardenburg Health Center

Department of
Psychological Health and Psychiatry

September 2014-August 2015

Rev. 8/1/14 mg

PSYCHOLOGICAL HEALTH AND PSYCHIATRY STAFF 2012-2013

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INTRODUCTION

This Handbook is intended to provide Social Work interns with information necessary to function during the internship year. We anticipate that you will read the Handbook at the very beginning of your internship as well as rely on it as a resource throughout your year in the Department of Psychological Health and Psychiatry (PHP).

The first section of this manual explains the University setting and the mission of Wardenburg and PHP. It also describes the philosophy and goals of the training program, and gives an overview of PHP services and activities. The second section contains copies of documents related to the training program and PHP service delivery. The appendix contains information about PHP Policies and Procedures.

THE UNIVERSITY OF COLORADO AT BOULDER

A Place Apart
Founded in 1876 in Boulder, this is the original campus of the University of Colorado. Built in the shadow of the Flatirons, the Boulder campus is often recognized as one of the most beautiful campuses in the nation. With its 200 classical rural Italian-style buildings and complexes, CU-Boulder has been recognized as one of America's most significant works of architecture.

A World Class University
CU-Boulder is recognized as one of the outstanding public universities in the United States. It is ranked as one of the top four universities in the nation for academics, quality of life, and social life in The Fiske Guide to Colleges 2000.

A Range of Resources
With a student enrollment of 29,258 students, the Boulder campus has five colleges and four schools, offering 3,400 courses in over 175 areas of study. With such a large student body, the campus has developed a range of mental health services for students, including our clinic - the Department of Psychological Health and Psychiatry, which is part of the larger Wardenburg Health Center. Other mental health resources for students include Counseling and Psychological Services: A Multicultural Center, and the Raimy Clinic, a training and treatment clinic operated by the UCB Department of Psychology.

WARDENBURG HEALTH SERVICES

As a service of the University of Colorado Student Union, Wardenburg Health Services (WHS) provides a wide range of medical, mental health, and sports medicine services. Health education, outreach, and illness-prevention activities and programs are an important part of Wardenburg's mission of encouraging healthy behaviors. The physicians employed at the WHS are board-certified, and Wardenburg has received the highest rating of any medical center in Boulder County from the Joint Commission for the Accreditation of Healthcare Organizations. Student fees support the free programs and services, and discounts are offered on most fee-based services.

WHS Vision
Wardenburg Health Services is recognized as a leader in student health care, wellness, and health promotion with a commitment to advancing the quality of college health.

WHS Values
Wardenburg Health Services is defined and guided by a commitment to the core values of:

- Supporting and enhancing student health and wellness
- Serving and partnering with students in the provision of services
- Operating with integrity, respect, and commitment to teamwork

WHS Mission
To support academic success through health and wellness

PSYCHOLOGICAL HEALTH AND PSYCHIATRY

Mission Statement of the Department of Psychological Health and Psychiatry

The Purpose of PHP – To provide psychological healthcare to University of Colorado Students so they may achieve their academic goals. To provide training to the next generation of psychologists, social workers, nurse practitioners, and psychiatrists.

The Business of PHP – Through the provision of individual therapy, group therapy, couples therapy, psycho-education, and medications management, we treat a broad spectrum of psychological health issues from situational concerns to major mental illness.

The Values of PHP – (a) The University community benefits from a well educated, emotionally balanced, and socially involved student body. (b) Issues of physical health and mental health are

as important as one's academic education. (c) Our treatment approach seeks integration of evidenced-based conventional and preventative health care practices, and collaboration with faculty, staff, and relevant agencies on campus and beyond.

Scope of Services Philosophy

We are committed to providing students with the highest quality clinical services within a context of limited resources. Given these limited resources, we can provide brief assessment and short-term individual and couples therapy. Students who are seeking to resolve long-standing issues will have an opportunity to explore their concerns in group therapy. We believe that most emotional problems emerge in the context of groups (family, school, peers, etc.) and that in most cases, group therapy offers an effective context in which to experience, and resolve patterns of thinking, feeling, and behaving that are getting in the way of a student's optimal academic and personal development. Students are allowed unlimited group sessions.

A Unique Training Opportunity

PHP is unique among internship sites found in university settings. PHP is an integral part of the Wardenburg Health Center. It is uniquely positioned to pursue training in clinical social work in collaboration with WHC's Medical Clinic and Women's Health Clinic. Other clinics in WHC, including Sports Medicine, offer opportunities for future collaboration. Multidisciplinary staff consists of psychologists, psychiatrists, licensed clinical social workers, and licensed professional counselors. Our trainees come from the fields of psychology and social work.

Range of Psychological Health Services

PHP services include individual and group therapy, substance abuse treatment and prevention, eating disorder therapy, medication treatment, and behavioral health services. Behavioral health services include stress management, relaxation training, and other learning-based approaches for treating anxiety, tension, and other stress-related physical symptoms. Our substance abuse program, Alcohol and Other Drugs (AOD) provides individual assessment, group treatment, and health education for students who have been mandated by residential life, Office of Student Conduct or the courts. PHP also offers crisis intervention and outpatient psychotherapy for individuals and couples.

FELLOWSHIP PROGRAM, PHILOSOPHY, AND GOALS

The goals of the fellowship year are to broaden and deepen basic professional skills and to establish an integrated professional identity. With supervision provided by licensed professionals from the field of social work and related disciplines, the integration of a fellow's personal and professional growth is a major focus of the program. The emphasis on preparation for the effective practice of clinical social work establishes the fellowship as an important opportunity social work professionals entering the field.

The philosophical foundation of the program is defined by the following:

- Ethical discussion and decision-making.
- Psychodynamic training.
- Cultural competency in professional practice.
- Developmental progression.

Incorporation of ethical discussion and decision-making throughout the training program: Regardless of the individualized training goals that each fellow may develop during his/her fellowship year, the unifying theme of the training program is to provide fellows with experiences which will allow them to develop into professional social workers who practice in accordance with the standards and ethical principles of the National Association of Social Workers.

Psychodynamic Training: Located in a university healthcare setting, PHP's social work training program offers its participants the opportunity to experience, learn, and develop a broad range of skills within a multidisciplinary treatment setting. PHP's program seeks to train fellows to be effective professionals within the therapy relationship and within our service community, through collaboration, consultation, assessment, and program development.

Theoretically, we will focus on ego psychology, object relations theory, and self-psychology and an integration of these theories with the emerging body of literature concerned with attachment, trauma, and brain development. The application of these models will be a focus in supervision and in the different areas of the clinic.

Continuing development of cultural competency in professional practice: Continuing development of sensitivity to issues of diversity, as well as awareness of one's own cultural heritage and assumptions, is expected of all staff at PHP. Recognizing the University of Colorado as a predominantly Western, majority cultural community, PHP staff takes an active role in supporting diversity awareness through direct services, consultation, and attendance at community activities. Through discussion, supervision, and training meetings, fellows focus on cross-cultural processes and awareness of personal biases which influence interactions with others, both in and out of the therapy setting.

Developmental progression toward independent professional competency: Throughout the year, the Training Team meets to assess fellow competencies, needs for additional training, and readiness for increased professional responsibility within the supervision of the training program. Fellows are expected to take on more clinically complex cases and display more independence as they progress through the year. They are further expected to progress in all aspects of skills and competencies and to move toward independence in their functioning. There are times when supervisors recognize the need for remediation in clinical or personal areas. Such remediation is intended to correct deficits in professional training or development, and to restore the fellow to expected levels of skill and competency. (See the section in this Handbook on Remediation and Grievance Procedures.)

Training Goals and Objectives

In support of the training philosophy and goals noted above, the following are the specific skill-building and competency objectives assessed for all fellows. Progress made on the specific objectives is formally measured two times each year by written evaluation discussed and approved by the clinical supervisor and fellow. The goals and objectives are listed below. Please see a sample of the evaluation in your handbook folder.

Training Goal One: Expand and Deepen Basic Professional Skills

A. Assessment and Treatment Planning
B. Intervention
C. Establishing a treatment relationship with clients
D. Interviewing Skills
E. Sensitivity to therapeutic issues
F. Use of Supervision
G. Ethics
H. Crisis Intervention Skills
I. Group Therapy Skills
J. Focus Area

Training Goal Two: Establish an Integrated Professional Identity

Training Activities and Sequence

The fellowship year at PHP is designed to develop each fellow's knowledge, skill, and abilities in a wide range of activities. At the beginning of the fellowship year, the Training Coordinator and/or clinical supervisor, contacts each fellow to become familiar with individual Fellow's strengths and needs for further training. Each clinical supervisor receives their fellow's professional resume and Self Assessment. The primary supervisor then works with the fellow to develop an individual plan to facilitate his/her professional development during the training year. This plan is designed to balance the developmental needs of each fellow with professional considerations, ethical factors, and the needs of the clinic.

Fellows are required to attend the initial Orientation. The Orientation is designed to acquaint all fellows with PHP policies and procedures, university regulations, ethical and service delivery guidelines, and orientation to culturally competent practice. At this time, the fellows are also expected to meet with their assigned clinical supervisor to begin developing the supervisory relationship. Throughout the year, the Training Team meets on a monthly basis to evaluate timely issues in the training program. In addition, the Training Team will evaluate the prior year's training program and plan for the upcoming year.

Fellows are expected to participate in the Group Therapy Training and one Focus Area during the year. Current available areas of focus are Alcohol and other Drugs; Eating Disorders; and

Crisis Care Services. Other Focus Areas may be developed in consultation with the fellow's clinical supervisor depending upon the fellow's professional goals and assessed readiness for such specialized training and service. The Training Director will work with fellows and primary supervisors to schedule Focus Area specialties throughout the training year.

Group Therapy Training

The Group Therapy Training provides the opportunity for a fellow to understand and apply current research and theory in group therapy by co-facilitating therapy groups. The social work fellows along with the psychology interns attend a weekly didactic Group Seminar and a weekly Group Therapy Experiential Training Session. Social Work fellows can assist in developing groups within the clinic under the supervision of the clinic staff member in charge.

The fellow will be expected to co-facilitate at least one therapy group during the Fall Semester with a clinic staff member. He or she will be encouraged to lead a group in the Spring Semester with another Fellow or Psychology intern in order to move into a more responsible position. Fellows can be mentored toward acquiring recognition as a Certified Group Psychotherapist and will be encouraged to attend the Annual Conference of the American Group Psychotherapy Association. While PHP cannot pay for this conference there are scholarships available through the AGPA.

Focus Areas

Alcohol and Other Drugs Focus Area
The Alcohol and Other Drugs (AOD) Focus Area specializes in substance abuse evaluation, education, intervention, and treatment. The training goals of this Focus Area are to increase the understanding of the role that substance use plays in the college population, to increase the ability to do accurate differential diagnosis, to come to understand addiction as an entity in and of itself and to increase the proficiency in the assessment, evaluation, and treatment of disorders along the substance use spectrum specific to the college–age population. Implementation of skills is a major focus of the training and this is done through teaching principles and practices of Motivational Interviewing.
Fellows will provide individual psychotherapy for patients presenting with co-morbid disorders. They will also conduct substance abuse evaluations of students referred to the clinic due to alcohol violations and other drug related infractions. Additionally, Fellows will facilitate the following health education services through the Alcohol & Other Drugs (AOD) Program:

- SBIRT-This is a one-on-one intervention lasting up to 30 minutes. It focuses on raising awareness about substance use and its consequences and motivating participants towards positive change.
- BASICS – a two session, one-on-one educational experience. Session one includes information gathering and session two is for feedback about the student's alcohol and/or drug use. .
- FAC- a three-session group health education class.
- Marijuana 1 – a three session group health education class.

All of these programs are based on the model of Harm Reduction. Fellows will follow the sequence of observing a senior staff facilitating a program, co-facilitating a program with a senior staff and then eventually teaching a class on their own.

Fellows who choose the AOD Focus area will meet bi-weekly with the Substance Abuse treatment team, or receive individual supervision regarding their substance abuse cases. This Focus Area allows fellows to split their time between AOD programs and general clinical work in PHP.

Eating Disorders Focus Area

This training affords the opportunity for Fellows to experience a collaborative model for treatment of disordered eating through the integration of current research and practice. In addition, this Focus Area includes one hour of group supervision with the Eating Disorder Treatment Coordinator. Fellows collaborate with other WHC staff to coordinate and provide a multi-disciplinary treatment approach.

Crisis Care Focus Area

This specialty gives the Fellows the opportunity to increase their ability to evaluate and respond to client emergencies using crisis intervention, triage, and disposition skills. Fellows will attend a bi-weekly seminar where they will be able to consult with the Case Manager and Crisis Care Specialist. They will also assume more crisis care responsibilities as they are ready.

Supervision, Evaluation, and Professional Development

Supervision

Post Graduate Social Work Fellows receive one hour of weekly individual supervision. They also receive an additional hour of individual or group supervision on their Focus Area activities from their secondary supervisor, who is a licensed professional in the Focus Area specialty.

A Fellow receives up to one-half hour of supervision from each co-facilitator with whom a Fellow co-leads a group. Fellows also participate in our weekly Case Review and Disposition Conference (CRDC) meeting. The CRDC is a multidisciplinary group staff meeting where complex clients are presented and discussed using a multidisciplinary consultative approach.

Evaluation

Supervision and evaluation are an on-going process at PHP. We believe that in preparing to be a professional, each fellow should systematically increase his/her confidence and skill in providing a range of interventions to various clients and systems. This objective is pursued through collaborative work with experienced staff and appropriately supervised clinical practice. Audio and video equipment is available and is used regularly in supervision.

Comprehensive on-going evaluation of the fellow's professional development is an integral part of the training process. In addition to the on-going feedback provided in individual supervision, specific times are designated for both informal and formal assessments of each fellow. Fellows are evaluated on their competency in each of the knowledge and skill objectives outlined above. A complete copy of the evaluation is placed in the fellow's file. The fellow receives a complete copy of his/her evaluation.

Fellows have opportunities to provide formal and informal evaluations of the program and PHP staff involved with their training throughout the training year. They will be expected to evaluate

their experience in PHP including overall recommendations, observations, and any other pertinent data regarding their training at the conclusion of the placement. Fellows are also asked to provide a written evaluation of the internship program to the Training Coordinator at the end of the training year. The Training Team will use the feedback to help further develop the program to meet fellow's training needs.

Professional Development

Structured training is provided to Fellows through several venues.

1. Continuing Education (CE) in-services are held on occasion to provide all PHP clinical staff the opportunity to learn or enhance skills and to discuss such learning with other professionals. CE topics include diversity, outcome-based treatments, group work, and familiarity with community resources and other professionals.
2. Fellows have the opportunity to participate in other educational seminars led by PHP and off campus professional staff. (This is not part of their regular work schedule.)

    a) A weekly one hour Psychotherapy Seminar with Pre-Doctoral Psychology Interns co-led by Social Work and Psychology staff. The seminar will review theories of Object Relations, Ego Psychology, and Self Psychology; and integrate them with current research on attachment, neurobiology and trauma. Additional areas of training may include, but not be limited to Time Efficient Treatment, Motivational Enhancement Treatment, Pharmacology, CBT, and Trauma.

    b) The Boulder Institute for Psychotherapy and Research offers a weekly seminar integrating Attachment Theory, Neuroscience and Psychodynamic Psychotherapy. Fellows have the opportunity through this seminar to interact with a variety of other students and professionals seeking advanced training at BIPR.

    c) The Diversity Seminar: The purpose of the Diversity Seminar is to increase the multicultural competence of trainees. This seminar is primarily experiential in nature. Relevant didactic materials are on the LAN and available if academic support is needed. For one hour each month, trainees will participate on PHP's Diversity Committee where they will contribute to ongoing discussions about increasing multicultural competence and diversity consciousness in PHP's milieu. Trainees will also complete a diversity project each year, under the guidance of the chair of the diversity committee. Projects can be completed individually, in small teams, or as a cohort. A primary premise of the seminar is that trainees have received a baseline of institutionally-based academic instruction prior to entering their training year. Thus the seminar is designed to be active in nature with the diversity project the primary tangible "product" of the seminar. Trainees are mentored by senior staff in both the implementation of the diversity project and the internalization of the experiential learning.

The Training Coordinator, all primary supervisors, and all permanent staff have appropriate licenses and credentials.

REMEDIATION AND GRIEVANCE PROCEDURES

Problem Resolution Procedures Initiated By the Program

Social Work Fellows are exempt professional positions and, therefore, their employment is at will. When, in the judgment of the Training Committee, it is feasible, a fellow will be offered remediation if correctable problems arise in the following areas:

1. Not successfully mastering the specific skill-building and knowledge-building aspects of the training program as measured on performance evaluations and through staff observation and feedback.
2. Violating ethical and professional standards.
3. Mishandling personal functioning.
4. Mishandling professional functioning.
5. Some combination of the above problems.

Possible steps for remediation include, but are not limited to:

1. Increased supervision, either with the same supervisor or with a different supervisor, shifting the focus of supervision, or modifying the format.
2. Recommendation for personal therapy, especially when the issues are psychological in nature. Cost to be assumed by the intern.
3. Reducing the fellow's clinical load and/or requiring specific academic coursework where appropriate, or recommending a leave of absence.
4. Not allowing the fellow to take on new responsibilities beyond a skill-building and knowledge-building level.

Unsuccessful remediation may be indicated by one or more problems. These problems include but are not necessarily limited to:

1. The fellow does not acknowledge or address the problem, despite supervision on the matter.
2. The problem does not merely reflect a skill deficit which can be remedied through typical training procedures.
3. The quality of services delivered by the fellow is consistently negatively affected by the serious difficulty.
4. The problem is not confined to only one area of professional functioning.
5. A disproportionate amount of training time is devoted to dealing with the serious difficulty.
6. The fellow's behavior does not change as a result of feedback, educational remediation efforts, and/or time.

In the event of termination of the fellow from at-will employment, the Training Coordinator will note in the fellow's personnel file that s/he did not complete the fellowship.

Problem Resolution Procedures Initiated By a Fellow

The fellowship year provides many opportunities for interaction between fellows and staff. It is a time of significant professional as well as personal growth, and solidifying one's professional role. As a result of these complex dynamics, there is also the opportunity for conflict to arise on various levels. Typically when such conflicts or concerns arise, they should first be dealt with informally and/or in supervision. The following procedures are provided as a formal means for handling such problems when informal means of finding solutions are found to be inadequate.

If a fellow has a problem with a supervisor, seminar leader, or staff member and they are unable to resolve the problem through discussion with that person, the training coordinator will meet with those involved, and act as mediator. If the training coordinator is the person with whom the fellow is having difficulties, the manager of the clinic will act as mediator.

If discussion with the mediator does not result in resolution of the problem, and if the fellow still feels s/he has a grievance, a Grievance Committee will be formed to provide recommendations. This committee will be composed of one fellow and two staff members, one of whom may be from outside of the Training Committee. The fellow may select one of the committee members, or the Training Coordinator will select all three members.

The fellow will provide each member of the Grievance Committee with a written summary of his or her grievance. The Committee will, in a timely manner, gather any additional information it feels necessary and meet to discuss the grievance. The Committee will then provide written feedback and suggestions to the Training Coordinator and to the individuals involved. This will be accomplished within 14 days of receiving the written complaint from the fellow. If the fellow chooses to contest this decision, s/he may take it to the clinic manager, and a decision will be made. The clinic manager will have 14 days from receiving a request from the intern to review, and make a decision.

If the fellow wishes to have a hearing outside of the clinic, s/he may request a meeting with the Director of the Wardenburg Health Center. The Director's decision shall be final. All proceedings shall be conducted confidentially.

WEEKLY TRAINING AND SERVICE ACTIVITIES GUIDELINES

Below are typical time allocations for each major activity which Fellows may be participating in each week.

FORMAL TRAINING

Psychotherapy Seminar	1 hour
Individual Clinical Supervision	1 hour
Case Review and Disposition Conference (CRDC)	1 hour

Experiential Group and Group Therapy Seminar	2 hours
Diversity Seminar	1 hour
Crisis Care Seminar	1 hour
BIPR Seminar	2 hours
Eating Disorders Supervision	1 hour
Alcohol and Other Drugs Group Supervision	1 hour

SERVICES

New Evaluations	3 hours
Groups	2 hours
Crisis Care	1 hour

ADDITIONAL TRAINING

Focus Area	4 hours

OTHER

Administrative Staff Meeting	1 hour
Administration/Paperwork	3 hours

SW INTERN/ FELLOW TRAINING ACTIVITIES **revised 8/1/14**
Fall 2014 & Spring 2015

	Monday	Tuesday	Wednesday	Thursday	Friday
8:00 am	8:00-9:00	8:00- 10:00 **BIPR seminar** Begins 9/9/14			
9:00 am		**BIPR seminar**	9:00-10:00 **Psychotherapy Seminar** begins 9/03/14	**Diversity Seminar**	Eating Disorders Group Supervision and Team Meeting

10:00 am			10:00-11:00 **Crisis Care Seminar** (every other week)	**Experiential Group Training** **Begins 9/4/14**	
11:00 am			11:00-12:00	11am-12pm **Group Therapy Seminar**	
12:00 pm	Lunch	Lunch	Lunch/ **PHP Staff Meeting**	Lunch **AOD** Team Mtg.- Brown Bag lunch	Lunch
1:00 pm		1:00-1:50pm **CRDC** Team Leader: Josh Goldman, LCSW	1:30-2:30pm **CRDC** Team Leader: Howard Snooks, Ph.D., LCSW-	1-2pm **AOD** – Group Supervision	
2:00 pm			**CRDC** Team Leader: Mark Grassman, LCSW		
3:00 pm	3-4pm **CRDC** Team Leader: Emily McCort, MD		3-4pm **CRDC** Team Leader: Michael Maley, Ph.D.		
4:00 pm					

Pre-Master Social Work Interns need to schedule 2 hours of individual primary supervision each week. Post Graduate SW Fellows schedule one hour.

THE NUTS AND BOLTS OF THE FELLOWSHIP

I. Clinic Operating Procedures

Clinic Hours
While students are in classes, the clinic is open during the following hours:

Monday-Thursday 8am-6pm
Friday, 8am-5pm
Saturday 10am-2pm

During the winter and spring breaks, the PHP clinic is open for limited hours. In the summer (May-mid August) the PHP clinic is not open on Saturdays.

Fellows are expected to perform their normal duties during regular clinic hours. They are also expected to work on Saturdays.

Holidays and Vacation Time
Staff and fellows are given time off for 10 national holidays over the calendar year. These dates will be posted in the front office.

In addition, each fellow is entitled to vacation days which are prorated based on the fellow's annual FTE. It is expected that these days will be taken during the "slow" periods, when students are on vacation. This includes winter and spring breaks, and during the summer. If you are anticipating taking time off, you must fill out a Request for Leave form and give it to the Clinic Director for approval before your scheduled vacation time.

Monthly Time Sheets
Each month, staff and fellows complete a time sheet for reporting your time in the office, vacations, sick time, etc. Please fill the time sheet out, have your Primary Supervisor sign it, and give it to Jasmine Berginc, Administrative Manager by the last day of the month.

Leave Requests
Submit leave requests to your Primary Supervisor. The Supervisor will approve or deny the request, sign the form, and return a copy to you. All leave request forms must be signed by the PHP Manager before leave is taken. The one exception is sick leave. Leave request slips for sick leave should be completed and submitted to the Primary Supervisor upon returning to work.

Continuing Education
All staff members attend continuing education programming for PHP. In addition, Continuing Medical Education (CME) sponsored by the Medical Clinic is open to all WHC staff on each Friday morning from 8-9am in the West Solarium. PHP staff members are welcome to attend. In addition, fellows can attend some on-campus events such as the Multicultural Summit held

annually in February. Fellows are encouraged to attend other relevant campus offerings as time allows.

In the Denver/Boulder area there is a wide range of professional development opportunities offered by both local and national presenters. The PHP department has a collaborative understanding with the Boulder Institute for Psychotherapy and Research to allow fellows to attend presentations at a student rate. Funding for external training (outside of Wardenburg Health Services) is not available; however, unpaid continuing education time may be granted by the PHP Manager.

Office and Equipment
The social work Fellows will share offices with the permanent staff. Provided in the office are a computer, telephone, and voice-mail. The Administrative Manager will work with the fellows to be sure that they understand how the equipment works, and to be sure that everything is functioning properly.

Computers
Each Fellow will be provided an email address. Your email address will be comprised of some version of your name plus @colorado.edu. You will need to create a login password for your email and the PHP Medicat computer system. You will be shown how to access your schedule on-line, and how to schedule your own appointments. Use of the computers should be for PHP business.

Library/Conference Room
The Psych Library is available for group therapy and other meetings that you might facilitate. Please submit your requests to reserve the Psych Library to the front desk.

A variety of books and publications are held in the Administrative offices and Psych Library. Feel free to browse, borrow, and return.

Fax/Phone Numbers
Psychological Health and Psychiatry - main number -303-492-5654
FAX - 303-735-1900
Wardenburg Health Center - 303-492-5101

Copy Machine
The copy machine is available in the PHP supply room next to the administrative offices.

Keys
Each fellow will be provided with a Buff One Card which can be coded to enter the building during off hours. Your office key also provides access to the other offices within the PHP department. It is your responsibility to inform the clinic of lost keys, and to return your keys at the end of the internship year.

Getting To and From Wardenburg

This is a difficult issue as close parking spaces are at a premium. You may elect to pay for parking in an assigned lot on campus. You will be charged a monthly fee for parking, which will be taken directly from your paycheck. Expect a 5-10 minute walk from the lot to Wardenburg. The Human Resources Manager will provide further information to you during your orientation.

Another option is to use public transportation. The Regional Transportation District (RTD) has a wonderful mass transit system in place for the Denver metro area. The RTD also serves the city of Boulder and a number of outlying areas in the metropolitan region. As a CU staff member, you are entitled to use the RTD without charge. If you would like to explore this option further, visit RTD's webpage at http://www.rtd-denver.com.

Paychecks

You will receive a paycheck at the end of each month, beginning in September after the start of your fellowship. You will meet with the Human Resources Manager during the first week of orientation. Any questions or problems related to pay should be taken to the HR Manager.

Medical and Dental Insurance

You have the option of signing up for group medical/dental insurance through the university. These options will be explained during your benefits session. During your orientation period, the Human Resources manager will help you schedule your benefits session.

Student Insurance

Students at the University of Colorado at Boulder may sign up for insurance coverage. Students who carry the University's Golden Buffalo Student Health Insurance Plan (GBSHIP) are entitled to receive services at Wardenburg Health Center. Coverage through the GBSHIP (also called the "Golden Buffalo" or "Golden Buff" Plan) includes mental health services. Students who do not carry GBSHIP may also receive services, but must pay out-of-pocket for them. The Golden Buff Insurance covers biologically based and non-biologically-based visits to the PHP clinic. These visits may include assessment, group and individual therapy, and medication management within PHP's Scope of Service policy. Students carrying the GBSHIP do not have co-payments for the first twenty sessions of individual psychotherapy and/or medication appointments. After that they will have to pay a $20 co-payment.

The Colorado legislature has mandated that biologically-based mental disorders receive parity in coverage with other medical disorders. Thus, students who are diagnosed with biologically-based disorders are entitled to as many sessions as the provider determines they need.
Group psychotherapy services are covered under the GBSHIP plan and include an unlimited number of group sessions. This benefit is particularly important given the clinic's scope of services and commitment to group therapy as a primary treatment modality.

Wardenburg does not bill outside insurance providers and non-Golden Buff students are expected to pay the full cost of services at the time they are rendered.

Disposition of Cases
New clients are seen on an appointment or walk- in basis for a brief (10-30min) triage session. During this time they will complete intake paperwork and meet with a member of the walk-in staff. They will then be scheduled with the appropriate staff. The purpose of the initial triage appointment is to link students with appropriate resources. Cases are triaged through consideration of a variety of factors including the student's presenting concern(s), particular treatment needs, insurance coverage, and the relationship of the student's concerns to the PHP's scope of services. Every effort is made to minimize unnecessary transitions from provider to provider.

Intake/New Evaluations
Walk-in staff schedule three Intake/New Evaluations with each fellow and permanent staff per week. Whenever possible, intakes are managed in such a way that they remain with the provider who conducted the intake and are assigned to specific CRDC teams in order to support continuity of care.

Crisis Care
Fellows have the opportunity of providing Crisis Care coverage each week. Crisis Care coverage rotates among the Case Manager, Fellows, and a self-selected staff group. Crisis Care is essentially coverage of scheduled, walk-in students who present to PHP stating that they need to see a clinician immediately. Front desk staff schedules these clients on the same day if possible and alert the crisis care staff of the appointments. When a staff person, psychology intern, or fellow is on Crisis Care, s/he is available to see scheduled patients as well as patients needing immediate assistance. The front desk alerts Crisis Care staff of immediate crisis situations. If a staff person or intern is already seeing a Crisis Care client, then the staff person on back-up duty sees the patient needing immediate assistance.

Mandatory Disclosure Statement
In the state of Colorado, most providers of mental health services are required to give clients a Mandatory Disclosure Statement by no later than the end of the second clinical contact. Social Work fellows are required by law to provide the Mandatory Disclosure Statement to our clients. PHP has a standard form which covers each aspect of information legally mandated for disclosure. Intern forms are tailored to include information about their status as trainees as well as the name and credentials of the fellow's clinical supervisor. Fellows will be trained on the Mandatory Disclosure Statement during Orientation, and are expected to comply with Colorado law regarding the provision of this mandated information to clients.

Referrals
Referrals occur at two levels in the PHP clinic, referrals which are made within the clinic and referrals which are external to the PHP clinic.

Within PHP Referrals
Within clinic referrals are quite straightforward and generally happen through 3 possible venues. First, the clinician may consult with another PHP provider and effect a verbal referral. Second, the clinician may simply schedule the referred client into a new evaluation appointment slot of

the provider to whom the client is being referred, and also inform the provider. And third, the clinician may staff the client in the CRDC meeting and obtain an appropriate referral in that way.

External Referrals
Clients are sometime referred to other services within Wardenburg Health Center. If the client carries the GBSHIP insurance plan, the referring clinician completes a referral form and forwards it to Wardenburg's Referral Coordinator. A copy of the referral form is placed in the client's chart and one is given to the client. If the client does not carry GBSHIP insurance, the referring clinician simply arranges an appropriate referral by phone or in person, and is not required to complete special paperwork. However, the referral must be documented in the progress notes of the client's chart.

Clients may sometimes be referred to service providers outside the Wardenburg Health Center. When this occurs, the clinician fills out a referral form if the client is a GBSHIP subscriber. If the client is not a GBSHIP subscriber no referral form is needed. When external referrals are made, clients are given an appropriate variety of referral names from which to choose. This list of external referrals must be documented in the progress notes of the client's chart.

The fellow's clinical supervisor must sign off on all referral forms.

Release of Information
Clinicians must always initiate a Release of Information Authorization where required by law and/or practice standards for ethical behavior. Releases are handled through the Reception Desk at PHP or through the ROI office on the third floor of WHS.

Chart Entries
Wardenburg utilizes an Electronic Health Record system where all documents will be scanned and accessible through your computer. Chart entries follow a prescribed protocol with specific templates according to the type of client contact.

Progress Notes for a regular psychotherapy contact include standard sections for documenting client data, therapist assessment, and treatment plan. The data section of the entry (*Progress*) is expected to include notation of content and issues focused on during the treatment session, as well as a brief recapitulation of psychotherapy strategies and interventions used to address the client's concerns. The assessment (*Assessment) section* of the entry is expected to list the client's current diagnosis, and the therapist's assessment of any changes relative to the diagnosis. For example, for a depressed client, this section of the note should include the fact that depression is the diagnosis, and how the client's symptomatology (or lack thereof) during the session is reflective of the diagnosis as well as any changes in the client's current mental status and overall functioning. The plan (*Plan*) section of the entry is expected to indicate the clinician's treatment goals and rational for continuing (or terminating) treatment. This section of the note should also include any changes in treatment planning and list the reason(s) the clinician believes these changes are indicated.

As a training standard, it is suggested that the intern attempt to create concise, well written case notes (*Progress*) which are approximately one-half of a page or less in length.

Completing Chart Notes and Billing

Wardenburg Health Services went to electronic medical record keeping (EHR) as of June 2007. Chart notes and Billing are now integrated into EHR. In preparation for the next day's appointments, all clinicians and interns will be able to access their schedule on Medicat.

When a client arrives at Wardenburg for a PHP appointment, s/he first checks in at one of three computer terminals in the reception area. Through the Medicat computer scheduling system, the client is checked in as "Arrived" and "Ready" which is noted on Medicat for the clinician/fellow's benefit. Next, the clinician checks in the client as "Arrived".

The clinician greets the client in the reception area, and takes him/her to the clinician's office. At the end of the session the clinician completes the EHR progress note section (PHP Progress Note) with accompanying charges (Assessment and Plan). It is very important that clients be billed for their session on the same day that they are seen in the clinic. The timing and sequence of events around the EHR billing documentation is extremely important as deviations from this protocol negatively impact Wardenburg and PHP's billing standards, and the collection of insurance fees for services provided. Progress notes can be written later than the same day.

Terminations

If a client is seen for fewer than 4 sessions (intake plus 3 appts.) in the PHP Clinic, it is not necessary to complete a Termination Summary.

When a client has completed a course of treatment which is longer than 4 sessions, the intern is responsible for completing a Termination Summary through EHR. Upon completion of the summary, the chart is routed to the intern's primary supervisor for review and his/her signature.

At the end of each semester, the chart of a client who began therapy but has not continued treatment or responded to attempts by the clinic to contact him/her is closed. Please submit all closed charts to your primary supervisor for review and signatures.

Requesting Charts

Old Charts (prior to EHR) are requested through the Front Office staff. Fill out a Chart Request Form and put it on the designated spindle in the Front Office. The chart will be retrieved and placed in your mailbox.

Requesting Schedule Changes/Additions/Deletions

Schedule alterations are requested through the Front Desk staff that is able to input these types of changes into the Medicat program. To initiate a schedule change, fill out a Blue Sheet and put it on the designated spindle in the Front Office.

Scheduling with Medicat

In general, scheduling is done by the Front Desk staff. However, from their office computer, staff members are able to schedule treatment sessions using the Medicat scheduling program. Other types of schedule changes are made by the Front Desk staff.

The Medicat system includes the ability to track a client's status through the various changes in status vis-a-vis the appointment process. When the Front Desk checks the client in as "arrived", the client's name appears in blue on the Medicat scheduling roster of the clinician's daily appointments.

Once the client has been checked-in as "ready", his/her name blinks blue on the Medicat scheduling roster of the clinician's daily appointments.

Before going to the waiting area to walk the client back to his/her office, the clinician checks the client in as "Admitted" on the Medicat system. The client's name now blinks green on the Medicat scheduling roster of the clinician's daily appointments. To preserve confidentiality, the clinician next minimizes the Medicat program onto the tool bar of the computer screen, and then conducts the client to his/her office.

At the end of the session, the clinician uses the Medicat system to identify that the client is now "discharged" (from the session) and the client's name appears in solid green on the Medicat scheduling roster of the clinician's daily appointments.

Fellows will receive an introduction to and training on using Medicat during their initial Orientation Week.

Voice Mail
Each fellow will be provided a private, voice-mail number. Be sure to create a personal greeting that includes information about what clients are to do when you are not available, and in emergencies.

Sample greetings:
"You have reached _____, at Wardenburg's Department of Psychological Health and Psychiatry. Please leave your full name, phone number, and a message. I will get back to you as soon as I can. If this is an emergency, please call 492-5654, or 911. Thank you."

"Hi, you've reached the voice mail of _____, social work fellow at Wardenburg's Department of Psychological Health and Psychiatry. I'm sorry I can't take you call right now. My normal office hours are Monday through Thursday 8am to 6pm and Friday 8 to 5. If this is an emergency, please call 911 or the front desk at 492-5654. For all non-emergency calls, please leave your name, number, and a brief message and I will get back to you as soon as possible."

Panic Buttons
Panic buttons are available in each office and are used to silently summon the Campus Police in the event of an emergency. In general, panic buttons are located underneath the clinician's desk and can be pushed in a dangerous situation where the clinician may not be able to exit the office to summon assistance. Campus Police have a response time of approximately two minutes.

Cassette Recorders and Video Equipment
The Clinic owns video equipment and one is available if the fellow wants to video tape sessions for presentation to their primary supervisor. In addition, you will be provided with a Permission to Tape/Permission to Record form which must be completed by your clients prior to video or audio taping. You are not expected to tape all of your clients or client sessions, and should negotiate taping frequency with your primary supervisor.

Performance Standards
The Social Work Fellowship is an intensive clinical experience for recent MSW graduates. All staff members, including fellows are expected to follow the highest levels of professional ethical conduct. As new social workers beginning their professional careers, fellows are expected to adhere to the standards and ethics of their profession. These include those outlined by the State of Colorado and the National Association of Social Workers.

Professional Relationships
The PHP senior staff recognizes that there are power differentials between staff trainers and fellows regardless of whether or not a formal supervisory relationship exists. All of the senior staff members serve as consultants and/or secondary supervisors for each fellow. With these relationships in mind the training and senior staff intend to serve the best interests of the fellows. They reflect upon themselves and their colleagues about the parameters needed to ensure that the vulnerability of the fellow is regarded and considered in all interactions, particularly those that extend beyond formal PHP activities. Training staff follow all university policies regarding relationships involving evaluative authority, avoid dual relationships with trainees, and look to their respective ethics codes and to consultation with each for guidance when questions arise.

Policy on Fellow Personal Disclosure
Opportunities for personal exploration and reflection may occur throughout the year. When appropriate, fellows are encouraged, but not required, to explore historical influences and personal data which affect subsequent professional practice. Exploration of history and personal data may occur in a variety of different ways. One example might be during supervision where the supervisor and fellow recognize that a pattern of behavior is impacting the fellow's professional activities. Another might be where personal therapy is recommended in a remediation process. In that case the fellow would not be required to release their personal information unless there was a risk to the safety of clients or staff.

Expectations Regarding Minimal Competence
Upon entry into the fellowship training year, the fellows are expected to be competent in the basic skills and knowledge of psychotherapy, ethics and professional standards, and personal/professional functioning. Fellows are also expected to progress toward increasing levels of competency as the training year unfolds.

Since fellows are in the beginning phase of their professional careers, evaluation and feedback are ongoing processes over the course of the year. Training staff identify areas of excellence, as well as needed additional training, experience, or remediation as quickly and accurately as possible.

Expectations Regarding Interpersonal Competence
The training staff of PHP also evaluates fellows for aspects of interpersonal competence. They have a professional and potentially legal obligation to assess their interpersonal skills, self-awareness, openness to supervision, and resolution of issues or problems that interfere with professional development or functioning in a satisfactory manner. These expectations are applicable to settings and contexts in which evaluation would appropriately occur (i.e., on the job).

Grievance procedures initiated by a fellow
The fellowship year provides many opportunities for interaction between fellows and staff. It is a time of significant professional as well as personal growth, and transition between the status of "fellow" and that of "professional." As a result of these complex dynamics, there is also the opportunity for conflict to arise on various levels. When such conflicts or concerns arise, they should first be dealt with informally. The following procedures are provided as a formal means for handling such problems when informal means of finding solutions are found to be inadequate.

If a fellow has a problem with a supervisor, seminar leader, or staff member and they are unable to resolve the problem through discussion with that person, the Training Director will meet with those involved, and act as mediator. If the Training Director is the person with whom the fellow is having difficulties, the Director of the clinic will act as mediator.

If discussion with the mediator does not result in resolution of the problem, and if the fellow still feels s/he has a grievance, a Grievance Committee will be formed to provide recommendations. This committee will be composed of one fellow and two staff members, one of whom may be from outside of the Social Work Training Team. The fellow may select one of the committee members, or the Training Director will select all three members.

The fellow will provide each member of the Grievance Committee with a written summary of his or her grievance. The Committee will, in a timely manner, gather any additional information it feels necessary and meet to discuss the grievance. The Committee will then provide written feedback and suggestions to the Training Director and to the individuals involved. This will be accomplished within 14 days of receiving the written complaint from the fellow. If the fellow chooses to contest this decision, s/he may take it to the Clinic Director, and a final decision will be made. The Clinic Director will have 14 days from receiving a request from the fellow to review, and make recommendations.

If the fellow wishes to have a hearing outside of the clinic, s/he may request a meeting with the Director of the Wardenburg Health Center. The Director's decision shall be final. All proceedings shall be conducted confidentially.

Fellow Support Services
A variety of different support services are available to fellows to assist them in managing any special needs which may arise over the course of the internship year. Support services are listed by category below. Further information about each of the listed services can be obtained on CU-

Boulder's web pages, by calling the office of the particular service, or through discussion with your supervisor or a member of the Psychology Training Team.

Advocacy & Conflict Resolution

Director of Wardenburg Health Center

Within the administrative structure governing the Social Work Training Program, the Director of Wardenburg Health Center is potentially available for issues regarding advocacy and conflict resolution. The Director can be accessed if other channels of within-clinic redress have proven unsuccessful.

Director
Wardenburg Health Center
UCB-119
Boulder, CO 80309
303-492-5102

Division of Student Affairs and the Dean of Students

Student Affairs supports the educational mission of the University of Colorado at Boulder by providing progressive, high quality, student-centered programs and services while fostering an inclusive campus community that contributes to the intellectual and personal development of students. The Division of Student Affairs is the administrative umbrella for the Wardenburg Health Center. The Dean of Students is the administrative person within the Division who has an oversight role with Wardenburg.

Dean of Students
Division of Student Affairs,
Center for Community, S340
031 UCB
Boulder, CO 80309-0031,
303-492-8476

Office of Sexual Harassment Policy

The mission of the Office of Sexual Harassment Policy is to prevent and eliminate sexual harassment at the University of Colorado at Boulder. Additionally, the Office strives to prevent and eliminate false allegations of sexual harassment. To achieve these goals, educational workshops are provided for all members of the University community, including faculty, staff, and students. The Office also conducts fair and unbiased investigations of all allegations of sexual harassment and treats all individuals who seek assistance with respect and dignity.

Office of Sexual Harassment Policy
ARC, 3100 Marine Street, Third Floor, 565 UCB
303-492-2127

The University's policies on sexual harassment and amorous relationships involving evaluative authority can be found on the web at the following address:
http://www.colorado.edu/sexualharassment/policies.html

Ombuds Office

The Ombuds Office at the University of Colorado at Boulder provides informal, impartial, and confidential dispute resolution services for students, staff, and faculty. It assists people with interpersonal misunderstandings or disputes as well as those with concerns about academic or administrative issues. The Ombuds Office attempts to help individuals resolve their concerns fairly and, if possible, informally. The Ombuds Office operates independently as a supplement to existing administrative or formal grievance procedures and has no formal decision-making authority. The office does not act as advocates for either side in a dispute.

Ombuds Office (303) 492-5077.
Center for Community, Rm. N440
UCB Ombuds Office
112 UCB
Boulder, CO 80309-0112

Victim Assistance

This office works with students, staff, and faculty who are complainants of sexual harassment or assault. Victim Assistance also works with other types of victimization including crimes, personal losses, family deaths, etc. Professional staff provides free, confidential services including assessing options, supporting the complainant throughout the investigation, and making referrals to other resources.

Victim Assistance
Center for Community, S440
140 UCB
Boulder, CO 80309—0140
303 492 8855

<u>Counseling & Employee Assistance</u>

On campus:

Counseling and Psychological Services
University of Colorado at Boulder
Center for Community, Rm S440
104 UCB
Boulder, CO 80309-0104

Off campus:

The Department of Psychological Health and Psychiatry has made special arrangements with the Boulder Institute for Psychotherapy and Research (BIPR) to provide lower-cost counseling to interns who may wish to address personal and professional issues which emerge for them during the internship training year. BIPR can be contacted at:

Boulder Institute for Psychotherapy and Research
1240 Pine Street

Boulder, CO 80302-4809
303-442-4562

Additionally, full or partial coverage for mental health treatment is also available through most of the university's medical benefits plans. Fellows are eligible to receive medical benefits and should check with their particular insurance carrier to determine mental health coverage.

Financial Matters

As employees of the University of Colorado at Boulder, interns are eligible to join the local credit union. For further information, contact:

U of C Federal Credit Union
2960 Diagonal Hwy
Boulder, CO 80301
303-443-4672
1-800-429-7626

Human Resources

The Department of Human Resources serves the University of Colorado at Boulder, including administrators, faculty, staff, and students. As employees of UC-B, interns are part of this system and have access to these resources. HR's goal is to provide expertise, leadership, and consultation in human resource issues to all of the people of the university.

Contacting HR by Phone:

Office of the Director: 303-492-6893, fax 303-492-4491
Employment Services: 303-492-6475, fax 303-492-4693
Organizational and Employee Development: 303-492-8103, fax 303-492-4491
Labor Relations: 303-492-0956, fax 303-492-4491
Records Services: 303-492-4844, fax 303-492-4491
Payroll and Benefits Services: 303-735-6500, fax 303-735-6599

Contacting HR by Mail

The Department of Human Resources
Administrative and Research Center – East Campus
3100 Marine Street, 3rd Floor 565 UCB
Boulder, Colorado 80309-0565

Risk Management Concerns

Wardenburg Health Center has an internal Risk Manager and Patient Representative. That individual is available for consultation and access to additional expertise and resources in the area of professional treatment of clients/patients of the health center. The Risk Manager/Patient Representative also provides consultation on client/patient rights and responsibilities. This office can be contacted at 303-492-5089.