

**ASTOR SERVICES FOR CHILDREN& FAMILIES
PSYCHOLOGY INTERNSHIP EVALUATION, DUE PROCESS, AND
GRIEVANCE POLICIES**

This document sets forth guidelines for evaluation of interns, grievance procedures, and the management of problematic performance of conduct. The guidelines are consistent with accreditation standards of the American Psychological Association and since doctoral psychology interns are considered part of the agency staff, the guidelines also incorporate policies of Astor's Department of Human Resources. The guidelines emphasize due process and assure fairness in the program's decisions about interns, and they provide avenues of appeal that allow interns to file grievances and dispute program decisions.

THE EVALUATION PROCESS

The Psychology Internship Program continually assesses each intern's performance and conduct. At specified intervals (end of November, mid-year in January and at the end in July) supervisors provide written evaluations and meet with the intern to discuss the assessments and offer recommendations. When differences between interns' and supervisors' appraisals surface in these meetings, it is expected that in most cases they will be resolved between supervisor and supervisee. After meeting, the supervisor and intern sign the written evaluation and forward it to the Internship Director. The Internship Director obtains additional evaluation data through consultation with supervisors by phone and in person and talks with other professional staff who have significant contact with interns.

Members of the Internship Advisory Board consist of the Internship Director (Chair), Medical Director, Executive Director/Chief Executive Officer, Assistant Executive Director of Bronx Community Based Services, Associate Executive Director of the Hudson Valley Community Based Behavioral Health and Prevention Services and Chief Operating Officer. Together they constitute a cross section of the clinical internship placements within the training program. Based on the evaluations and input from the trainee, the Training Director may modify the intern's clinical experiences to better meet the intern's training needs.

COMMUNICATION WITH INTERNS' HOME GRADUATE PROGRAMS

The Internship Director communicates with each intern's sponsoring graduate university/program about the intern's activities and progress. Interns sign a release of information and communication at the beginning of the internship, from Astor to the Graduate Training Director and from the Graduate Training Director to Astor, to permit open communication. At the end of the internship year, the home program receives copies of supervisor evaluations and a letter indicating the intern has successfully completed the internship. If problems arise that cause doubt on an intern's ability to successfully complete the internship program, the Internship Director will inform the sponsoring

graduate program. The home program will be encouraged to provide input to assist in resolving the problems.

DUE PROCESS IN EVALUATION AND REMEDIATION

Astor's internship training program follows due process guidelines to ensure that decisions about interns are not arbitrary nor personally based. The program uses the same procedures to evaluate all interns, and it has appeal procedures that permit any intern to challenge program decisions. The due process guidelines include the following.

INTERN GRIEVANCE PROCEDURES

General Comments:

The following is an outline of the general schema proposed for the resolution of grievances that may arise within the internship. These guidelines or policies are to be followed as specified. Resolution will be considered an outcome deemed acceptable to the principals to the complaint. When resolution is reached, no further steps in the process will be taken and the matter will be considered closed. This policy assumes that any single principal to the grievance retains the right to carry the process forward by denial of resolution, and to appeal the decision up to the highest level, which is the Executive Director/Chief Executive Officer of Astor Services for Children & Families. Once an appeal reaches the Executive Director for final action or decision, the grievance process will be completed and no further appeals are possible. Additional guidance regarding due process may be accessed through the APPIC website at: http://www.appic.org/problem_resolution/index.html.

All concerns should first be brought directly to the intern's immediate supervisor at the program site in question for resolution. The Director of the APA-Accredited Internship should also be informed.

Grievance Committee for the Internship and Process Steps:

If an intern encounters conflicting expectations between or within their two training sites, they should first discuss this with their immediate supervisors. If this does not resolve the issue, the intern and/or supervisor should bring the problem to the attention of the Director of the APA-Accredited Internship. This Director calls a meeting of all parties to work toward a settlement. If this does not resolve the issue, this Director then brings the issue to the attention of the Internship Advisory Board (consisting of the Medical Director, Executive Director/Chief Executive Officer, Assistant Executive Director of Bronx Community Based Services, Associate Executive Director of the Hudson Valley Community Based Behavioral Health and Prevention Services and Chief Operating Officer) and makes recommendations to them for a final resolution. The Executive Director/Chief Executive Officer shall have final authority over any grievance issue.

Also refer to the Astor Employee Handbook for Employee Grievance Procedure.

Areas of Potential Grievance:

The areas of possible grievance to be resolved by the above procedures, include, but are not limited to, the following:

- 1) Evaluation of intern performance by an intern supervisor
- 2) Assignment or definition of intern duties
- 3) Interpretation and implementation of other policies and guidelines, such as those included in this document
- 4) Intern-intern conflicts
- 5) Intern-staff conflicts
- 6) Intern-faculty conflicts
- 7) Intern-Director of APA-Accredited Internship conflict

Should an intern have a grievance directly with the Director of the APA-Accredited Internship, s/he may go to their immediate Supervisor or directly to the Executive Director/Chief Executive Officer for consultation and resolution along with the Internship Advisory Board.

ASTOR EMPLOYEE GRIEVANCE PROCEDURE

Interns are under the same agency protection as employees and consultant staff for filing grievances. If an intern believes they have witnessed or have been subjected to any form of discrimination (including, but not limited to, sexual harassment) by another employee or third party (such as volunteers, vendors, contractors or visitors), they must promptly report such alleged discrimination in accordance with the complaint procedure set forth in the Employee Handbook.

Revised July 2018