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CAPIC Quality Assurance (QA) Program

CAPIC has a robust Quality Assurance (QA) program. It starts with our membership criteria and review process and continues with regular and ongoing program reviews. Compliance with ongoing responsibilities, such as abiding by CAPIC policies and procedures, is also a requirement for CAPIC membership, and is considered part of our Quality Assurance program. A summary of these responsibilities is described further below.

Membership Criteria

CAPIC has adapted membership criteria and clarifications from those of the Association of Psychology Postdoctoral and Internship Centers (APPIC). Click on the program type below for its membership criteria:

- Ψ [Doctoral Academic Programs](#)
- Ψ [Doctoral Internship Programs](#)
- Ψ [Postdoctoral Programs](#)

One significant difference in criteria is that CAPIC encourages but does not require stipends for interns at its predoctoral programs/agencies. Also, CAPIC explicitly requires comprehensive cultural competency training. See the comparison of APPIC and CAPIC Membership criteria on our [CAPIC website](#).

Prospective Membership Application Review

As part of the initial application process, a prospective training program seeking CAPIC membership submits its application online, thoroughly describing its various programmatic components and needs (e.g. staffing, training, supervision, intern requirements, etc.).

CAPIC also requires the program provide complementary, supporting documentation of its program, including:

- Ψ CVs of all primary supervisors
- Ψ Curriculum/Didactic Schedule
- Ψ Training Manual
- Ψ Grievance and Due Process Policy
- Ψ Certificate of Completion
- Ψ Agency Brochure
- Ψ Internship Brochure/Information

The CAPIC office does a preliminary review of the online application and supplementary documents. When the CAPIC office has determined that these components are accurate and complete, the application is then assigned to a CAPIC Board member to review.

Promoting Excellence in Professional Psychological Training
Doctoral Programs Ψ Internship Programs Ψ Postdoctoral Programs

Prospective Membership Application Review (continued)

A site visit is a required part of a program's application review for CAPIC membership. The CAPIC Board member reviews the online application and then meets with the program's Director of Training to discuss its program and to assure that the online application accurately reflects its program as it is delivered to interns. –If a shortfall is found, CAPIC offers assistance and/or guidance to help the program address it.

After a CAPIC Board member has reviewed a prospective program, the review is sent to CAPIC's Membership Committee and then to the entire Board for discussion, review and when appropriate, approval as a CAPIC program member.

While CAPIC Quality Assurance starts with the initial application for CAPIC membership, it continues with periodic and ongoing QA reviews, as described below.

Active CAPIC Programs - Ongoing Quality Assurance (QA):

Ongoing Program Member Responsibilities:

- Ψ Be in compliance with CAPIC Membership Criteria.
- Ψ Be paid up with one's annual membership dues.
- Ψ Keep one's online profile accurate and up-to-date, including any complementary, supporting documentation.
- Ψ Be responsive to CAPIC requests for information and/or assistance.
- Ψ Inform CAPIC of any significant changes to one's program, including but not limited to:
 - Changes in contact info for the internship primary contact or Director of Training;
 - For Academic programs, changes in the DCT, Registration or CERF contacts;
 - Changes in one's accreditation status;
 - Significant changes in a program's training regimen;
 - Changes in the sites where intern services are performed.
- Ψ Abide by CAPIC online match policies and procedures, including its [Offer and Acceptance Policy](#).
- Ψ Follow due process procedures when seeking to terminate an internship agreement, including:
 - Working first to honor existing agreements (e.g. online matches) when possible.
 - Communicating with all parties involved prior to termination (e.g. internship, student, school).
 - Implementing a remediation plan, when appropriate.
 - Coming to mutual agreement by all involved parties, when possible.
 - Having CAPIC review proposed solutions to help ensure a fair and professional resolution for all involved parties.
- Ψ Cooperate with QA reviews conducted by CAPIC board members or their delegates.
- Ψ Cooperate with CAPIC investigations into any Grievance matters.
- Ψ Abide by the determinations of the CAPIC board in QA and Grievance matters.

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Annual QA Review: After approval as a CAPIC Program member, every program is required to annually update their online profile, including providing the full CV of all licensed psychologist supervisors, current due process documents, didactic program description, and other key educational and procedural aspects of their training program. Every program is also required to attest to their continued adherence to CAPIC's membership criteria, policies and procedures. If a shortfall is found, CAPIC offers assistance and/or guidance to help the program address it.

The CAPIC office reviews each program's online profiles annually to ensure that each program continues to meet CAPIC member standards. For CAPIC predoctoral internship program members, this also helps ensure that their online profiles are updated for the annual online match process, which begins each Fall and runs through the Spring.

Periodic QA Site Visits: CAPIC also requires site visits recurring every five years. Each program member is assigned to a CAPIC Board member who is responsible for reviewing their online profile and supplementary documentation, and for conducting this periodic site visit of the program. If a shortfall is found, CAPIC offers assistance and/or guidance to help the program address it. Documentation of the QA review and site visit is then maintained by the CAPIC office.

More frequent reviews and site visits may be conducted at the discretion of the CAPIC board, if other factors warrant it (e.g. significant change in program staffing or training; separate grievance/complaint, etc.).

The status of QA site visits and the QA program itself is reviewed at CAPIC's quarterly Board meetings.

Post-Internship Surveys:

CAPIC also surveys its interns annually regarding their recently completed CAPIC internship experiences. These annual surveys are reviewed by the CAPIC board in order to assess intern satisfaction and to determine ways to improve the CAPIC internship experience.

CAPIC is also in the process of incorporating the annual feedback from our interns on the quality of their internship experience directly into the online profile for each internship. It is important for CAPIC internships to provide their interns with a positive and professional training experience. Likewise, it is important for CAPIC to fairly and transparently share this info with prospective interns and their doctoral academic programs.

CAPIC's Quality Assurance program is possible only because all members – doctoral, internship and postdoctoral – are committed to quality training and to actively participating in maintaining it throughout the entire system.

If you have additional questions or concerns regarding our CAPIC Quality Assurance program, please call CAPIC at 925-969-4550 or send an email to us at capicadmin@capic.net.

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Grievances:

As part of our QA program, CAPIC also has due process procedures for addressing grievances or perceived violations among its program members and students/interns.

In short, individuals should first attempt to resolve matters amongst themselves, with CAPIC serving as an independent investigator and arbiter when that fails. The procedures outlined below are also summarized in CAPIC's Offer and Acceptance Policy, particularly items #9 – 11 (addressing perceived violations).

The goal of the Grievance process is to clarify misunderstandings, honor existing agreements, maintain standards, and reach solutions by mutual agreement whenever possible.

- When resolution cannot be reached by mutual agreement, CAPIC reviews the matter to help ensure the resolution proposed is obtained through a process that is fair and professional for all involved parties.
- Any resolution, even those by mutual agreement, must be reviewed and approved by CAPIC to help ensure a fair and professional resolution for all involved parties.
- Grievances may be made by any CAPIC program member or by any student, intern or postdoc fellow at a CAPIC Program.
- Grievances must address matters which are within CAPIC's purview, including but not limited to:
 - o Violations of CAPIC Membership Criteria;
 - o Failure to honor online matches as binding internship agreements; and
 - o Improper termination of an internship agreement (by either side).
- Grievances are addressed in a sequence of phases which build on each other. Throughout this process, the CAPIC office, and particularly the Executive Director, is available as a resource for clarifying CAPIC criteria, policies and procedures and for providing guidance to the parties for resolving the matter.
 - o In sequence, the steps for addressing a Grievance or perceived violation of CAPIC policies or procedures are:
 - The two parties involved (e.g. the student and the internship supervisor) talk with each other directly to address the concerns raised.
 - CAPIC does recognize that a power dynamic exists between students and supervisors, and such attempts may not always be feasible.
 - If this is not successful, the student's doctoral academic program (e.g. the Director of Clinical Training) then seeks to resolve the concerns raised, acting on the student's behalf.
 - If this is not successful, any party (e.g. student, DCT, the supervisor) may then request CAPIC to investigate and review the matter. At this point, the matter is considered a formal Grievance.

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- **Formal grievances and/or possible violations are brought to the attention of the CAPIC Grievances Committee, which is responsible for investigating and remediating these matters.**
 - CAPIC then independently investigates the matter, building on the efforts to-date, and including all involved parties to reach a solution, ideally by mutual agreement, when possible.
 - The Grievance matter is assigned to a CAPIC board member to investigate the matter. All involved parties shall be given a reasonable opportunity to respond to the matter at hand and any allegations made.
 - The board member shall then make a determination, as well as any recommendations, which will be reviewed by the Grievance Committee.
 - The CAPIC Board shall then review the determinations and recommendations of the Grievance Committee at its quarterly Board meetings and makes a final determination.
 - Violations of CAPIC policies may result in remedial or disciplinary actions, up to and including expulsion or exclusion from membership or participation in CAPIC.
 - A violation could result in a student or program being ineligible to participate in future CAPIC matches, stipend award programs or similar activities.
 - A violation by a Program member could also result in its CAPIC membership being suspended or revoked.
 - CAPIC will continue to work with programs and students to remediate problems, as appropriate, to maintain CAPIC standards, and to improve the training experience for all involved parties.
 - The determination of the Board is then communicated to the individuals involved, noted in their records, and filed with the CAPIC office.
 - The determination of the CAPIC Board in these matters is final.

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