

YUPC Continuing Education Processes
Feb 10th, 2020

Background

The York University Psychology Clinic is a community based mental health clinic that provides training opportunities to York's clinical psychology graduate students in accordance with the Canadian Psychological Association (CPA) graduate program accreditation standards. At York University, compliance with these training accreditation standards is met through the graduate students providing assessment and treatment mental health services to individuals from the Greater Toronto area on a fee for service basis as the clinic must have a revenue neutral budget each fiscal year. The key activity of the clinic is to provide a training ground for clinical graduate students in the Department of Psychology.

Apart from the fees collected for these mental health services, the clinic has developed a revenue stream through the provision of Continuing Education workshops/courses to mental health professionals which has significantly contributed to its success in achieving an annual revenue neutral budget. Indeed, the success of this revenue stream has allowed the clinic to provide some clients with a sliding fee scale for when they do not have the financial means to pay a full fee for the mental health services needed.

The development of this revenue stream initially occurred by "happen chance" as Dr. Les Greenberg, Distinguished Professor Emeritus, Department of Psychology, offered the clinic the opportunity to manage and host his Continuing Education Program in Emotion-Focused Therapy (EFT) in 2010. Dr. Greenberg is a world-renowned scholar and trainer in this therapeutic modality that he developed through his career research and clinical work at York University. The program he offered consists of 4 different Institutes (i.e., workshops) – Emotion Focused Therapy (EFT) Levels 1, 2, 3 & Couples Therapy. While these 4 Institutes remain the clinic's core offerings additional programs have been added through the years.

Approving New Programs

YUPC has a faculty advisory committee which is used to guide all procedures and services provided through the clinic. This committee is made up of approximately 8 Faculty members from the Department of Psychology. The Clinic Director provides a yearly summary of clinic activities to all faculty members of the clinical and clinical developmental psychology programs with input welcomed regarding all the clinic's operations.

Apart from the 4 core Continuing Education Events that Dr. Greenberg contracted with the clinic to host and manage, new program ideas are reviewed with the Faculty Advisory Committee. There are two sources for new programs:

- faculty members want to provide a continuing education event/course/workshop pertaining to their area of expertise,
- a member of the International Society for Emotion Focused Therapy contacts the Clinic Director about offering their training programs at York University through the Emotion-Focused Therapy clinic that is a specialty clinic within YUPC.

The vetting process of the EFT trainers who are external to York University primarily occurs through consultation with Dr. Greenberg and then with review and approval from the faculty advisory committee.

Of the 8 different topics that have been presented over the last 9 years that are not related to Emotion Focused Therapy – only 2 have been led by non-York Faculty and both were presented by highly regarded professionals within the International psychology community – Drs. Philip Kendal and Jerome Sattler.

Quality Assurance

Quality is evaluated by:

- The Clinic Director, a registered clinical psychologist, attends some of all new training Institutes that the clinic hosts to evaluate the trainer's presentation style and informally interact with registrants.

- All registrants are asked to complete a brief satisfaction survey prior to collecting a certificate of completion. These evaluations are collated and reviewed by the clinic director and as well are shared with the Trainers and Facilitators involved in each event.

While occasional concerns have been expressed by individual registrants – to date no pattern of concern has been expressed that warranted intervention on the part of the clinic.

Note, an indirect measurement of quality is that the Core EFT program sells out with a lengthy wait list due to in part “word of mouth” recommendations of past registrants.

Decisions Re: Closing Programs or Frequency of Offering

Frequency of offerings is dictated by limited human resources. The clinic is staffed with 1 full-time receptionist and until recently a full-time clinical director. The clinic has not had the human resources or mandate to go “looking for” new programs to offer. This revenue stream was only developed to ensure the ability of the clinic to meet its primary mandate – provide an excellent training clinic for its clinical graduate programs. The vision is simply to keep the existing established EFT program running. The addition of any new events/courses/workshops will only occur if they are offered by York Faculty members and this will be done in part as a strategy to keep these faculty members engaged in clinic operations by providing supervision to their graduate students who are receiving experiential education through the psychological services provided to community members.

All programs that have been offered to date have come from faculty or trainers in the community approaching the clinic. Factors that go into the determination of offerings and their frequency is the interest/availability of the small roster of trainers, and the success of past programs.

All new trainers understand through the contract that they sign with the clinic – that sessions will be cancelled if registration does not enable the clinic to pay all costs associated with the event and net some profit. There has been no determination of how much profit the clinic must make as the Clinic Director has felt it is good publicity for York University for it to offer clinically relevant training opportunities to lifelong learners. When workshops have not met their expected target enrollments – trainers have been approached prior to cancelling the session as their signed contract allows and in every case the trainers have lowered their contractual fees to support the clinic in its ultimate mandate which is to assist the financial sustainability of the clinic which provides important training opportunities to its graduate students.

Hiring and Vetting Instructors

The EFT trainers in the clinic are all certified trainers through the International Society of Emotion Focused Therapy. Other trainers are York University Faculty members who provide training internationally and offer the clinic the opportunity to host Toronto events/courses/workshops.

Content Development/Revision.

YUPC does not develop or revise curriculum as the curriculum belongs to the trainers that are employed.