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## LANGUAGES

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Trilingual in English, Arabic, and Spanish.

## PROFESSIONAL EXPERIENCE

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### **Universal Ethos Inc. – Worldwide August 2020 – Present**

*President & CEO*

- Conduct interactive professional trainings to foster critical thinking.
- Provide consultation and coaching to social service providers and agencies.
- Supervise mental health clinicians and social service providers for professional development.
- Provide short and/or long-term individual and family therapy to individuals/families seeking to improve their mental health and relationships.

### **Sycamores – Pasadena, CA April 2024 – Present**

*Part-Time Clinical Consultant and Supervisor*

*Supervisor: Andie Gonzalez, LCSW.*

- Supervise Managed Care Plan (MCP) Lead Care Managers (LCMs) with caseloads of approximately 35-45 members each.
- Provide clinical oversight and guidance for best practice treatment outcomes.
- Review documentation of staff daily, as well as charts to ensure documentation meets agency standards, and ensure that staff bill for all allowable services within agency standard for productivity and latency.
- Collaborate with HR regarding any employee performance issue, and/or employee related issues with staff.

### **Sycamores – Pacoima, CA April 2019 – April 2024**

*Full-Time Lead Clinician and Clinical Supervisor*

*Supervisor: Patricia Moya, LMFT.*

- Provide mental health therapy to children and youth ages 0-25 across various programs including Outpatient Mental Health Services, Wraparound, Full-Service Partnership, and Therapeutic Behavioral Services.
- Conduct full child and adult mental health assessments.
- Provide crisis intervention as needed.
- Supervise Clinicians and Community Wellness Specialists with caseloads of approximately 15-20 clients each.

- Review clinical documentation of staff daily, as well as clinical charts to ensure documentation meets agency standards, and ensure that staff bill for all allowable services within agency standard for productivity and latency.
- Collaborate with HR regarding any employee performance issue, and/or employee related issues with staff.
- Work with the referral teams to identify Clinicians and CWS to assign consumers to and in what funding bucket.
- Serve on on-call back up supervisor rotation and LPS rotation as assigned.

### **Hillview Mental Health Center – Pacoima, CA April 2018 – March 2019**

*Full-Time Psychiatric Social Worker II*

*Supervisor: Oscar Magdaleno, PhD.*

- Provide long-term (up to 18 months) mental health therapy to individuals 16 and over with mild to moderate mental health symptoms.
- Provide brief mental health therapy (ten sessions) to individuals in the following programs, RRR Tier 2, RRR Tier 1, Outpatient, FSP, and MIST.
- Conduct full mental health assessments and MMSE as needed.
- Conduct outreach and provide mental health groups to community partners.
- Provide bi-weekly senior support groups regarding various mental health topics.
- Provide crisis intervention as needed.

### **Homeless Health Care Los Angeles – Los Angeles, CA January 2018 – April 2018**

*Full-Time E6 Team Lead Clinician*

*Supervisors: Erika Aguirre-Miyamoto, LCSW*

- Serve as the mental health consultant on multidisciplinary street outreach team addressing homelessness within Los Angeles County.
- Provide crisis intervention, temporary mental health support, and link clients to housing and supportive services to eliminate homelessness in Los Angeles County.
- Provide weekly clinical supervision to multidisciplinary treatment team members and facilitate daily treatment team meetings.
- Develop relationships and collaborate with representatives in other agencies to support clients in attaining services such as housing, mental health care, medical treatment, financial assistance, legal advocacy, etc.

### **Homeless Health Care Los Angeles – Los Angeles, CA October 2016 – January 2018**

*Full-Time Training and Education Lead Trainer*

*Supervisors: Jen Tougas, LCSW, Erika Aguirre-Miyamoto, LCSW & Amber Roth, M.A., LCSW*

- Coordinated and facilitated professional trainings and workshops to community partners in various behavioral health, public health, and medical subjects to eliminate homelessness within Los Angeles County.
- Adapted and updated existing training materials in order to comply with contractual and agency requirements including components to be available online, as well as participated in the overall evaluation of the program services and data collection for reporting by maintaining accurate information in program participant files.
- Networked and collaborated with community-based organizations to market and facilitate available agency trainings, and created and updated database, assembled training packets, and completed appropriate documentation associated with CEU distribution and record keeping.

- Provided ten direct line service staff with an hour and a half of non-clinical group supervision on a bimonthly basis.
- Revamped and expanded agency's Wellness Program to include wellness activities (i.e. yoga, mindfulness meditation, etc.) facilitated by internal staff to help prevent burnout and improve staff morale.

**Casa Pacifica – Camarillo, CA January 2015 – September 2016**

*Full-Time Intensive Family Services (IFS)*

*Family Case Manager*

*Supervisor: Marcie Kullback, LCSW*

- Connected children and families to community resources to help support their needs in maintaining a healthy and stable home environment, as well as provided family with crisis intervention and de-escalation.
- Completed full mental status exam with youth and created a mental health treatment plan accordingly.
- Coordinated the development and implementation of individualized service plans in order to educate children and families on mental health wellness and avoid future involvement within the child welfare system.
- Served as part of a multidisciplinary team and integrated and ensured the involvement of all persons in the youth's immediate and extended support systems.
- Carried a caseload of 8-10 families, including monolingual Spanish speakers.

**Casa Pacifica – Camarillo, CA July 2015 – June 2016**

*Per Diem Children's Intensive Response Team (CIRT)*

*Clinical Case Manager*

*Supervisors: Norine VanderHooven, LCSW, & Erick Elhard, BCBA*

- Responded to crisis calls via suicide hotline and provided specialized crisis intervention.
- Responded to phone calls in person if crisis could not be contained by phone and provided a mental health assessment of the youth's safety and the safety of others around them.
- Completed a safety plan with a youth if possible. If not, placed the youth on a psychiatric hold and located a bed in an inpatient psychiatric facility within California.
- Provided youth and family with resources.

**Casa Pacifica – Camarillo, CA May 2013 – January 2015**

*Full-Time Therapeutic Behavioral Services (TBS)*

*Specialist and Program Lead*

*Supervisor: Marcie Kullback, LCSW*

- Provided seriously emotionally disturbed (SED) youth with behavioral interventions such as identifying coping skills to manage fluctuating emotions.
- Coached primary caregivers of SED youth to better meet the youth's needs and how to address youth's behaviors through appropriate disciplining techniques.
- Assisted at risk youth in building proactive skills to veer away from behaviors such as verbal and physical aggression and unsafe behaviors.
- Provided on the job training to new employees as a field trainer.
- Supervised and assisted program specialists with interventions with their clients to teach clients new coping skills that prevent placement disruption or loss.
- Provided program specialists with weekly supervision for an hour.

- Facilitated monthly treatment plan meetings to discuss client’s progress, success, and areas of improvement.
- Served as part of multidisciplinary team.

**Ventura Youth Correctional Facility (VYCF) – Camarillo, CA September 2012 – May 2013**

*Social Work Intern (720 hours)*

*Supervisors: Carla Vasquez, LCSW, & Jennie Dillon, LCSW*

- Provided six incarcerated youth with individual psychotherapy.
- Engaged youth in group activities to teach coping and pro-social skills.
- Identified resources for youth to utilize after reintegration into the community.

**Casa Pacifica – Camarillo, CA September 2011 – May 2012**

*Social Work Intern (480 hours)*

*Supervisor: Jill Borgeson, MSW*

- Facilitated family connections for four foster youth.
- Engaged foster youth in rapport building activities due to brief short-term services.
- Empowered foster youth to succeed academically and socially through rapport building and coping skills interventions.

**The Conway Agency – Sherman Oaks, CA February 2011 – September 2011**

*Full-Time Behavioral Therapist*

*Supervisor: Jennifer Trujillo*

- Provided behavioral therapy to six children living with Autism or Down syndrome.
- Taught children with special needs behavioral flexibility and communication, social, and behavioral skills.

**EDUCATION**

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**M.S.W. (May, 2013)**

*California State University, Northridge, Northridge, CA  
Major – Social Work (GPA in Major 3.9)*

**B.A. (May, 2011)**

*California State University, Northridge, Northridge, CA  
Major – Psychology (GPA in Major 3.8)*

**A.A. (May, 2009)**

*Moorpark College, Moorpark, CA  
Major – Psychology (GPA in Major 3.9)*

**MAJOR CONFERENCE or AGENCY PRESENTATIONS**

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**LGBT Center, Los Angeles, California July 2024**

*“Understanding Motivational Interviewing”*

**11<sup>th</sup> Child and Youth Care (CYC) National Conference, Winnipeg, Manitoba, Canada June 2024**

*“Examining How Power Impacts Supervisory Relationships Across Generations”*

**Sagkeeng Child and Family Services Inc., Winnipeg Canada June 2024**

*“Developing Coaching and Supervision Skills”*

**Zoom, North America May 2024**

*“Working with Traumatized Clients to Build Strength”*

**Hunter College via Zoom, New York May 2024**

*“Documentation”*

**Graham Windham via Zoom, New York May 2024**

*“Engaging Fathers in Treatment”*

**Zoom, North America April 2024**

*“Inter-Generational Supervision Strategies: Supervising Gen Z, Millennials, Gen X, Oregon Train, and Baby Boomers”*

**Zoom, North America April 2024**

*“Managing Stress and Strategies to Prevent Burnout”*

**LGBT Center, Los Angeles, California March 2024**

*“Striving for Excellence: Enhancing Your Leadership Skills”*

**United Friends, Los Angeles, California March 2024**

*“Safety in the Community and Home Visits”*

**ACRC via Zoom, North America February 2024**

*“Fostering a Positive Program Culture to Retain Quality Staff”*

**Zoom, North America February 2024**

*“Developing and Enhancing Professional Writing Skills”*

**ACYCP via Zoom, North America February 2024**

*“Coaching Versus Managing Staff”*

**Zoom, North America January 2024**

*“Ethics and Supervision”*

**Zoom, North America January 2024**

*“Avoiding Power Struggles with Children and Teens”*

**Zoom, North America December 2023**

*“Building a Positive Culture to Retain Your High Quality Employees”*

**LGBT Center, Los Angeles, California December 2023**

*“The Art of Constructive Confrontation”*

**Doe Fund, New York, New York November 2023**

*“Clinical Documentation Training”*

**Unity Conference: Reframing the Trauma Lens, Dublin, Ireland November 2023**

*“Have we inadvertently crossed a line? Has our focus on trauma’s impact and trauma language created a ‘victimhood mentality’”*

**Zoom, North America October 2023**

*“Working with Traumatized People to Build Strengths”*

**Zoom, North America October 2023**

*“Transitioning into your new role as a Supervisor/Leader”*

**Zoom, North America September 2023**

*“The Art of Cultural Appreciation”*

**Northern Rivers, Albany, New York September 2023**

*“Strategies to Retain Your Quality Employees”*

**Zoom, North America September 2023**

*“Engaging, Connecting and Building Healthy Relationships with the Clients We Work With”*

**Zoom, North America September 2023**

*“If I Could Supervise My Supervisor... The Art of Positively Managing Upward”*

**Zoom, North America August 2023**

*“Making the Transition to Being a Supervisor: Foreseeing, Understanding and Navigating the Road to Supervisory Excellence”*

**LGBT Center, Los Angeles, California August 2023**

*“Strategies to Supervise Challenging Employees”*

**LGBT Center, Los Angeles, California August 2023**

*“If I Could Supervise My Supervisor... The Art of Positively Managing Upward”*

**Zoom, North America August 2023**

*“A Deeper Dive Into Compassion Fatigue: How to Care for Ourselves as Helpers and Healers while Caring for Others”*

**ASSIST, Edmonton, Canada July 2023**

*“Trauma, Abuse, and Crisis De-Escalation”*

**Zoom, North America June 2023**

*“The Impact of Trauma”*

**Zoom, North America May 2023**

*“Returning to Excellence After COVID”*

**Zoom, North America May 2023**

*“Transitioning Into Your New Role as a Supervisor”*

**Zoom, North America April 2023**

*“Writing Skills”*

**Zoom, North America April 2023**

*“Compassion Fatigue”*

**Family Ties, Yonkers, New York March 2023**

*“Money in the Bank”*

**Zoom, North America March 2023**

*“The Art of Cultural Appreciation”*

**Goodwill, New York, New York March 2023**

*“Coaching Skills”*

**LGBT Center, Los Angeles, California March 2023**

*“Coaching Skills”*

**LGBT Center, Los Angeles, California February 2023**

*“Intergenerational Supervision”*

**Zoom, North America February 2023**

*“Enhancing Your Professional Writing Skills”*

**Doe Fund, New York, New York February 2023**  
*“Cognitive Behavioral Therapy”*

**Doe Fund, New York, New York February 2023**  
*“Ethics”*

**Doe Fund, New York, New York January 2023**  
*“Grief and Loss”*

**Doe Fund, New York, New York January 2023**  
*“Substance Use”*

**Doe Fund, New York, New York December 2022**  
*“Harm Reduction”*

**LGBT Center, Los Angeles, California December 2022**  
*“Blossoming Into an Effective Supervisor”*

**Zoom, North America November 2022**  
*“Intergenerational Supervision”*

**Doe Fund, New York, New York October 2022**  
*“Cultural Appreciation”*

**10<sup>th</sup> Child and Youth Care (CYC) National Conference, Canmore, Alberta, Canada October 2022**  
*“Establishing Yourself as a Supervisor”*

**Astor, Rhinebeck, New York August 2022**  
*“Cultural Appreciation”*

**Vibrant, New York, New York July 2022**  
*“Wellness Strategies”*

**Rensselaer County Mental Health, Rensselaer, New York June 2022**  
*“Compassion Fatigue”*

**Fortune Society, Long Island City, New York May 2022**  
*“Cultural Appreciation”*

**Zoom, North America May 2022**  
*“Crisis De-escalation”*

**ACYCP via Zoom, North America March 2022**  
*“Compassion Fatigue”*

**Zoom, North America March 2022**  
*“Basics of Mental Illness”*

**Zoom, North America March 2022**  
*“Understanding and Practicing Harm Reduction Techniques”*

**Zoom, North America February 2022**  
*“Cultural Appreciation”*

**Zoom, North America January 2022**  
*“Compassion Fatigue”*

**Doe Fund, New York, New York December 2021**

*“Harm Reduction”*  
**Doe Fund, New York, New York December 2021**  
*“Cognitive Behavioral Therapy”*  
**Zoom, North America December 2021**  
*“Cultural Appreciation and Supervision”*  
**Family Ties, Yonkers, New York November 2021**  
*“Writing Skills”*  
**Doe Fund, New York, New York November 2021**  
*“The Art of Cultural Appreciation”*  
**Zoom, North America November 2021**  
*“Understanding how Trauma & Stress Impact Behavior”*  
**Zoom, North America September 2021**  
*“Cultural Appreciation and Supervision”*  
**Zoom, North America September 2021**  
*“Returning from COVID-19: Leadership, Supervision, and Ethical Strategies”*  
**Zoom, North America August 2021**  
*“Enhancing Writing Skills”*  
**Zoom, North America August 2021**  
*“Returning from COVID-19: Leadership, Supervision, and Ethical Strategies”*  
**Zoom, North America July 2021**  
*“Transitioning into Your New Role as a Supervisor/Leader”*  
**Community Access, New York, New York June 2021**  
*“Stress Management”*  
**Zoom, North America June 2021**  
*“The Art of Practicing Cultural Appreciation”*  
**Sheltering Arms, Jamaica, New York May 2021**  
*“Grief and Loss (in Spanish)”*  
**Zoom, North America April 2021**  
*“Compassion Fatigue and Avoiding Burnout”*  
**Zoom, North America April 2021**  
*“The Art of Practicing Cultural Appreciation”*  
**Sheltering Arms, Jamaica, New York March 2021**  
*“Trauma and Self-Care”*  
**Zoom, North America February 2021**  
*“Ethics and Supervision”*  
**Cardinal McCloskey, Bronx, New York February 2021**  
*“The Art of Cultural Appreciation”*  
**Zoom, North America February 2021**  
*“The Art of Constructive Confrontation”*



**2021 Vision CYC Conference on Resilience Montreal, Canada (Zoom) February 2021**

*“Discovering More of Ourselves: Self-awareness in the Workplace”*

**Zoom, North America January 2021**

*“Ethics and Supervision”*

**Zoom, North America January 2021**

*“Managing Stress and Preventing Burnout”*

**Cardinal McCloskey, Bronx, New York December 2020**

*“Trauma 101”*

**Zoom, North America December 2020**

*“Burnout Prevention”*

**ACYCP via Zoom, North America December 2020**

*“Establishing Yourself as a Supervisor”*

**Zoom, North America December 2020**

*“The Art of Delegation”*

**Zoom, North America December 2020**

*“Establishing Yourself as a Supervisor”*

**CASA via Zoom, Los Angeles, California October 2020**

*“Harm Reduction with Substance Use in Adolescence”*

**CASA via Zoom, Los Angeles, California October 2020**

*“Substance Use”*

**Zoom, North America October 2020**

*“Supervising During COVID-19”*

**Zoom, North America September 2020**

*“Supervising During COVID-19”*

**Zoom, North America September 2020**

*“Cultural Appreciation”*

**Aviva Family and Children’s Services, Los Angeles, California February 2020**

*“Cultural Appreciation”*

**McKinley Children’s Center, San Dimas, California February 2020**

*“Cultural Appreciation”*

**McKinley Children’s Center, San Dimas, California December 2019**

*“Cultural Appreciation”*

**McKinley Children’s Center, San Dimas, California December 2019**

*“HIPAA & Confidentiality”*

**McKinley Children’s Center, San Dimas, California December 2019**

*“A Trauma Informed Approach to Adolescent Sexual Health”*

**McKinley Children’s Center, San Dimas, California December 2019**

*“Harm Reduction in Substance Use with Adolescents”*

**Optimist Youth Homes & Family Services, Los Angeles, California December 2019**

*“Strategies to Retain Your Best and Brightest Workers: Building a Positive Culture They Will Want to Stay In”*

**Unity Through Relationship Conference, Dublin, Ireland November 2019**

*“Cultural Appreciation: Capturing the Many Colors, Rhythms, Nuances and Traditions to See the Beauty in Another's Culture”*

**McKinley Children's Center, San Dimas, California July 2019**

*“A Trauma Informed Approach to Adolescent Sexual Health”*

**OACYC Provincial Conference: Weaving Perspectives, Peterborough, ON, Canada June 2019**

*“Learning to Focus in on ‘Cultural Appreciation’: The Key to Engaging and Delivering Quality Services to Children and Families”*

**Capital Region BOCES, Albany, New York June 2019**

*“Cultural Appreciation: Having a Thirst to Learn About and Embrace Cultural Differences and the Key to Delivering Quality Client Services”*

**McKinley Children's Center, San Dimas, California May 2019**

*“Harm Reduction in Substance Use with Adolescents”*

**Tusla Child and Family Agency, Swords, Ireland November 2018**

*“Cultural Diversity: A Thirst to Understand & Embrace Cultural Difference”*

**Unity Through Relationship Conference, Dublin, Ireland November 2018**

*“Words We Use in Cultural Competence Trainings: Do They Unite Us or Merely Divide Us?”*

**Unity Through Relationship Conference, Dublin, Ireland November 2018**

*One of 7 international panelists on Conference closing panel “Key Issues for the Future of Child and Youth Care Work Across the Planet”*

**Optimist Youth Homes & Family Services, Los Angeles, California July 2018**

*“Having a Thirst to Learn About Cultural Differences: The Key to Delivering Quality Client Services”*

**Comfort Inn & Suites, Hawthorne, New York May 2018**

*“Having a Thirst to Learn About Cultural Differences: The Key to Delivering Quality Client Services”*

## PUBLICATIONS

**“How to Prepare the Ideal Agency Exit Strategy”**, International Child and Youth Care net-journal, November 2019, issue 249

**“Wanting to Connect”**, Chapter in book **“The Art of Relational Weaving: A Guide to the Essence of Relational Practice in Child and Youth Care”**, Edited by DR. J. Digney, CYC-Net Press, 2024

**“The Art of Cultural Appreciation: Avoiding a ‘Single Story’”**, International Child and Youth Care net-journal, February 2024 issue 300 Special Anniversary Edition

## RELATED TRAININGS CERTIFICATIONS and SKILLS

- 5150/5855 Involuntary Psychiatric Hold Privileges
- Certified Overdose Prevention Trainer
- CPR and First Aid
- Electronic health records/documentation

- EPSDT Medi-Cal documentation
- Mandated reporting
- Exceptional time management
- Microsoft Office – Word, Excel, PowerPoint, Outlook

EVIDENCED BASED PRACTICES \_\_\_\_\_

- Individual Cognitive Behavioral Therapy (CBT)
- Interpersonal Psychotherapy (IPT)
- Seeking Safety (SS)

TRAINING TOPICS FOR PRESENTATION \_\_\_\_\_

- Cultural Appreciation
- Crisis De-escalation
- Harm Reduction
- Trauma Informed Care
- Enhancing Professional Writing Skills
- HIPAA and Confidentiality/ Law and Ethics
- Substance Use
- Mental Health First Aid/ Behavioral Health
- Burnout Prevention
- Supervising During COVID-19
- Strategies to Retain Your Best and Brightest Workers

\*Training topics and material may be developed or adjusted upon request. Additional training topics may be developed contingent upon details of request.

MEMBERSHIPS \_\_\_\_\_

**2023** Global Alliance for Relational Child and Youth Work

HONORS and AWARDS \_\_\_\_\_

<b>2013</b>	National Association of Social Workers	California State University, Northridge
<b>2012-2013</b>	Social Work Society	California State University, Northridge
<b>2012-2013</b>	Phi Alpha Sigma Iota	California State University, Northridge
<b>2011-2013</b>	Magna Cum Laude	California State University, Northridge
<b>2010-2011</b>	National Society of Leadership and Success	California State University, Northridge

