

# LETITIA LAURIEN

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## PROFESSIONAL SUMMARY

Seasoned Leader offering over 20 years of mental health services to individuals, groups, and communities. Spearheaded successful therapeutic initiatives, prevention strategies and educational approaches to mitigate effects of mental health problems in vulnerable populations. Excellent case management, documentation and creative intervention strategies.

## SKILLS

- Curriculum development
- Administration
- Clinical supervision
- Mindfulness Based Therapy
- Consulting
- Organizational leadership
- Strategic planning

## EDUCATION

Norfolk State University  
Norfolk, VA

*Master of Social Work*

Norfolk State University  
Norfolk, VA

*Bachelor of Social Work*

## CERTIFICATIONS

- Licensed Clinical Social Worker, March 2009
- Certified Clinical Supervisor, May 2011
- Certificate in Meditation & Psychotherapy, May 2018
- Certified Clinical Trauma Professional, June 2019

## WORK HISTORY

Tulane University - Adjunct Professor Graduate Faculty  
*New Orleans, LA • 08/2018 - Current*

- Integrates technology into classroom instruction including video, online content and use of distributed learning capabilities
- Works with graduate students on development of classroom material and teaching practicums
- Maintains regular office hours to help students with questions and provide educational support
- Selects appropriate support materials to meet student learning needs
- Instructs students using lectures, discussions and demonstrations in the field of Social Work
- Tracks student assignments, attendance and test scores and entered into online database to provide real-time progress monitoring
- Distributes course syllabus and responded to student questions and concerns regarding standards, material, grading and progression
- Creates materials and exercises to illustrate application of course concepts
- Conducts engaging in-class discussions to facilitate learning and encourage participation
- Reviews program materials and coordinated updates to keep department materials relevant and accurate
- Meets with students to dispense study and career advice and provide guidance and potential opportunities within chosen field
- Creates positive and safe learning environment for students by

setting and enforcing classroom code of conduct

- Identifies students' strengths and weaknesses to create tailored learning activities

Looseleaf Clinical Consulting, LLC - Chief Executive Officer  
*Newport News, Virginia • 12/2012 - Current*

- Manages all aspects of the company, including production, circulation, marketing, advertising and new product development.
- Assesses emerging trends within industry and capitalized on finds to develop new products, services and strategies.
- Aligns organizational objectives with company's mission, increasing revenue, profit and business growth by collaboratively developing integrated strategies.
- Maintains agile, responsible organization with sustained revenue growth by monitoring industry forecasts, honing budgets and adjusting marketing strategies.
- Furthers brand awareness through Social Media and Product/Merchandise.
- Integrates new media and web advertising initiatives into client's marketing strategies to enhance brand awareness.
- Fosters new business through participation in trade shows and initiating communications with prospective clients via phone and email.
- Builds and strengthens productive and valuable industry partnerships to drive collaboration, engagement and revenue stream development.

Inner Circle, Inc. - Clinical Administrator/Outpatient Therapist  
*Hampton, VA • 05/2009 - Current*

- Maintains client case load of 15-20 individuals per week
- Teaches clients how to properly use exercise techniques
- Provides community resources and referrals to clients
- Quickly builds trust and rapport with clients to facilitate growth
- Develops person-centered treatment plans to address individual client needs
- Documents client progress and maintained confidential records
- Integrates a plant therapy program, utilizing consumer feedback to boost organization's overall mission and objectives
- Leads educational seminars and lectures at local community mental health centers to expand awareness of mental health symptoms and issues
- Mediates conflicts within families to clarify and resolve underlying issues
- Creates and cultivated project guidelines and leveraged consumer feedback to create and launch a Suicide Prevention program that was widely received by all stakeholders

- Facilitates smooth discharge by encouraging and reassuring clients throughout transitions
- Utilizes positive uncertainty and multi-systemic systems therapy to encourage clients and help to handle ambiguity, accept inconsistencies and trust intuition in decision-making
- Guides clients in effective therapeutic exercises integrated from Cognitive Behavior Therapy and Dialectical Behavior Therapy (DBT)
- Applies an array of different methodologies to assist patients with therapy
- Develops goal-oriented psychoeducational and activity therapy interventions to improve clients' level of functioning
- Works collaboratively with other mental health professionals to provide consistent care and minimize diversion
- Delivers client assessments for those struggling with addiction or relationship issues and implemented strategies based on client needs
- Manages agendas and calendars, boosting productivity and improving organizational initiatives
- Interprets management directives to define and document administrative staff processes
- Leverages detail-focused and service-oriented nature to make positive impact on administrative operations
- Assesses personnel performance and implemented incentives and team-building events to boost morale
- Successfully juggles multiple projects simultaneously to aid executive leaders
- Assist executive leaders in decision-making procedures by creating daily reports to advise leaders on corrective actions and process improvements
- Maximizes branding outreach by facilitating marketing initiatives
- Makes decisions affecting daily operations such as overseeing purchasing and inventory management
- Directs hiring and recruitment of personnel in all departments
- Streamlines processes to maximize operational efficiency
- Confirms accurate completion of forms and reports for admission, transfer and/or discharge of each client

Hampton Newport News Community Services Board - Program Supervisor & Outpatient Therapist

*Hampton, Virginia • 04/2007 - 11/2012*

- Directed team of 30 personnel, overseeing records, performance and quality assurance
- Set up and directed all aspects of the Therapeutic Day Treatment program with a focus on behavioral management
- Coached team members on productivity strategies, policy updates and performance improvement plans to accomplish

- challenging goals
- Supported Substance Abuse and Therapeutic Day Treatment programs by nurturing professional relationships with community members and Counselors
- Provided ongoing direction and leadership for program operations
- Scheduled and supervised staff meetings to discuss new ideas and update participants on program details and milestones
- Improved success of program by making proactive adjustments to operations
- Met with project stakeholders on regular basis to assess progress and make adjustments
- Orchestrated smooth and efficient program development by collaborating cross-functionally across departments
- Addressed and resolved technical, financial and operational concerns by working with team members and directors
- Provided counseling and support to clients with drug and alcohol abuse issues
- Directed family-centered, strengths-based, culturally competent and individualized intakes and assessments
- Collected urine samples to test for substance use
- Provided comprehensive case management services, including creating treatment plans and connecting clients and families to appropriate resources
- Developed goal-oriented psychoeducational and activity therapy groups to improve clients' level of functioning
- Built client relationships by responding to inquiries, identifying and assessing clients' needs, resolving problems, and following up with potential and existing clients to ensure satisfaction

#### Compass Youth Services - In-Home Therapist

*Norfolk, VA • 10/2006 - 04/2007*

- Worked in the clients home setting and created individualized programs for the clients and their families.
- Followed all HIPAA rules and regulations regarding patient confidentiality.
- Analyzed overall client performance and recommended the reassessment of specific plan goals.
- Provided referrals for community resources and mental health professionals for families and students.
- Ran individual therapy and family therapy sessions for children ages 9 to 17.
- Provided comprehensive case management services, including creating treatment plans and connecting clients and families to appropriate resources.
- Worked collaboratively with other mental health professionals to provide consistent care and minimize diversion.
- Directed family-centered, strengths-based, culturally

- competent and individualized intakes and assessments.
- Scheduled and attended meetings with clients and prospective clients as requested.
- Developed individualized plans and safety plans in support of academic achievement.

Psychiatric Solutions - Clinical Therapist  
*Portsmouth, VA • 01/2006 - 04/2007*

- Led planning and achievement of goals and objectives consistent with agency mission and philosophy
- Collaborated on strategic planning and kept practice operations aligned with organizational mission, vision and goals
- Provided clients with recommendations to community resources
- Performed client assessments and developed treatment plans
- Facilitated smooth discharge by encouraging and reassuring clients throughout transitions
- Ran individual therapy and family therapy sessions for children ages 13 - 19
- Encouraged patients to discuss experiences in group and individual settings
- Mediated conflicts within families to clarify and resolve underlying issues
- Managed caseload of 15 clients with substance dependence and co-occurring disorders
- Worked collaboratively with other mental health professionals to provide consistent care and minimize diversion
- Solved grievances and complaints by collaborating with residents
- Strategized to improve resident care and satisfaction and held weekly meetings with directors to advocate for resident needs
- Provided emotional support and counseling to residents coping with loss and created and developed bereavement groups
- Supported personal needs of residents dealing with diverse conditions
- Promoted positive relations between residents and staff

Warren E Smith Health Center - Outpatient Therapist  
*Philadelphia, PA • 11/2004 - 01/2006*

- Targeted specific community groups with wellness and mental health management information.
- Consistently complied with applicable laws and regulations and ensured facility adhered to Medicare and Medicaid regulations.
- Conducted monthly patient case conferences, in-services and staff meetings to educate staff and facilitate good communication.
- Collaborated with social services, referral sources, and other

- professionals, to meet client needs.
- Helped clients pinpoint emotions underlying personal and relational conflicts.
  - Consulted with and trained highly skilled mental health and medical staff.
  - Involved clients' family members in planning social service programs.
  - Organized clinical interventions and treatment plans for clients suffering from serious mental illness disorders.
  - Presented case history material to review and discussion with other staff members.
  - Connected clients with community service and resource agencies.

Wadsworth Academy - Outpatient Therapist  
*Philadelphia, PA • 08/2003 - 10/2005*

- Ran individual therapy and family therapy sessions for children ages 10 to 17.
- Quickly built trust and rapport with clients to facilitate growth.
- Worked collaboratively with other mental health professionals to provide consistent care and minimize diversion.
- Taught clients how to properly use exercise techniques.
- Used cognitive-behavioral methodologies to help patients during therapy sessions.
- Encouraged patients to discuss experiences in group and individual settings.
- Developed goal-oriented psychoeducational and activity therapy groups to improve clients' level of functioning.

John F Kennedy Behavioral Health Center - Outpatient Therapist  
*Philadelphia, PA • 06/2003 - 10/2004*

- Ran individual therapy and family therapy sessions for children and adults.
- Encouraged patients to discuss experiences in group and individual settings.
- Delivered client assessments for those struggling with addiction or relationship issues and implemented strategies based on client needs.
- Facilitated smooth discharge by encouraging and reassuring clients throughout transitions.
- Interviewed, observed, and surveyed clients in order to gain necessary information for a mental health diagnosis.
- Evaluated patients' goals, as well as mental and practical conditions, to develop individualized courses of treatment.

Hillcrest Clinic - Professional Healthcare Crisis Counselor

*Norfolk, VA • 02/2001 - 06/2003*

- Used brief therapy methodologies to help patients during therapy sessions.
- Provided individual therapy sessions and advocated for women in crisis.
- Arranged community resources and referrals for family planning.
- Attended staff meetings and professional development training's.
- Worked on multi-disciplinary teams and collaborated with other health care professionals.

*Our House Family Shelter - Resident Counselor*

*Portsmouth, VA • 04/2000 - 02/2001*

- Conducted tours, orientation and educational sessions for residents and families
- Enforced policies and safety standards through building and room rounds
- Provided emotional support and counseling to residents coping with loss and created and developed bereavement groups
- Solved grievances and complaints by collaborating with residents
- Strategized to improve resident care and satisfaction and held weekly meetings with directors to advocate for resident needs
- Assisted residents with transitions into new living environment and maintained strong relationships with residents
- Supported personal needs of residents dealing with diverse conditions
- Conducted daily welfare checks and ensured that all resident needs were met by coordinating with facility staff
- Facilitated floor meetings to discuss concerns, review complaints and convey information about policy changes
- Presented information using variety of instructional techniques or formats, such as role-playing, simulations, team exercises, videos and lectures
- Identified areas of weakness and recommended or implemented process improvements
- Kept clients engaged in social networks and communities

## ACCOMPLISHMENTS

- Received an ACHI Award Nomination for Community Engagement and Leadership in 2018
- Obtained a Certificate in Meditation & Psychotherapy from the Institute for Meditation & Psychotherapy
- Designed and Implemented The 20:02 Project, a community engagement project for suicide prevention.

- Created an on-line platform, MESSTalks, for the facilitation of Mental Health Talks with communities of color who have had struggles with their own mental health.

## AFFILIATIONS

- Volunteer & Board Member, American Foundation for Suicide Prevention, 2017 to Current
- Board Member, Life Power Music Mentoring, 2011 to 2012

## ADDITIONAL INFORMATION

I am currently working towards obtaining my Teacher Certification in Meditation. I have a history of providing training's and workshops in the community for mental health and suicide prevention. Below are a few professional presentations that I have presented.

Mental Health and Communities of Color, July 2019

An Introduction to Mindfulness, May 2019

Compassion Fatigue, August 2017

Self-Empowerment September 2018

Legacy and Women's Empowerment, April 2016

Effective Clinical Documentation, December 2015

Person-Centered Treatment Planning, May 2015