

# Christal Eileen Tucker

## Education

### **Master of Social Work**

New Mexico State University  
Graduation Date May 15, 2020  
Advanced Standing  
Crimson Scholar, 3.97 GPA

### **Bachelor of Social Work**

New Mexico State University  
Graduation Date May 11, 2019  
Crimson Scholar Graduate  
Distinction in University Honors, 4.0 GPA

## Skills

Active Listening | Empathy | Critical Thinker | Dependable | Problem-Solver | Time Management  
Detail Oriented | Compassionate | Strong Written and Verbal Communication | Leadership

## Training

Eye-Movement Desensitization Reprocessing (EMDR) | Crisis Incident Stress Management (CISM) |  
| Motivational Interviewing (MI) | Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) |

## Licensure

Licensed Clinical Social Worker in Texas, 103404 expires 03/31/2024

## Professional Experience

06/23 – Current **Therapist/Counselor** *Counterbalance Counseling, Austin/El Paso, Texas*

- Conducts initial biopsychosocial assessments
- Formulate corresponding treatment plans using a collaborative, solution focused approach with client, family, support system(s)
- Conducts assessment updates and treatment plans of care for each participant receiving clinical services
- Administers self-report assessments and clinical assessment tools for diagnosing, treatment planning, interventions, and evaluation of treatment progress
- Assess and intervene for high-risk behaviors such as suicide risk and self-harm and create plans for safety as well as referrals to agencies specializing in crisis and urgent care
- Conducts individual and/or group psychotherapy or psychoeducational services on effective coping mechanisms and education on behavioral health diagnosis identified in the DSM 5 and ICD-10 manual

03/2023 – 06/2023 **Therapist/Counselor** *Alfredo Arellano Psychiatry, El Paso, Texas*

- Conducted initial biopsychosocial assessments on all client's conditions as well as provided information regarding their progress towards goals and objectives.
- Formulated corresponding treatment plans using a collaborative, solution focused approach with participant, family, support system(s)
- Used information gained from counseling sessions to diagnose patients utilizing the DSM-V-R and ICD-10 coding manual.
- Assessed and intervene for high-risk behaviors such as suicide risk and self-harm and create plans for safety as well as referrals to agencies specializing in crisis and urgent care.
- Coordinated with social and medical agencies, healthcare providers in community outreach programs to provide clients with needed services.

10/2022 – Current **Remote Group Facilitator** *Sesh*

- Providing culturally competent support services customized to the needs of group participants.
- Providing empathy and true validation for individual's experiences while providing acknowledgement and support in their treatment process.

06/2022 – 03/2023 **Therapist/Counselor** *Atlantis Behavioral Health Services, El Paso, Texas*

- Conducted initial biopsychosocial assessments
- Formulated corresponding treatment plans using a collaborative, solution focused approach with participant, family, support system(s)
- Established rapport with participant and engage them in therapeutic-driven interventions

- Administered self-report assessments and clinical assessment tools for diagnosing, treatment planning, interventions, and evaluation of treatment progress
- Assessed and intervened for high-risk behaviors such as suicide risk and self-harm and create plans for safety as well as referrals to agencies specializing in crisis and urgent care
- Conducted individual and/or group psychotherapy or psychoeducational services on effective coping mechanisms and education on behavioral health diagnosis identified in the DSM 5 and ICD-10 manual

05/2021 – 06/2022 **Inpatient Therapist** *Rio Vista Behavioral Health, El Paso, Texas*

- Applied psychotherapeutic techniques and interventions in the delivery of services to individuals and families for the purpose of treating such diagnosed emotional and behavioral disorders.
- Conducted psychosocial assessments and develop an initial discharge plan.
- Conducted individual, group, or family sessions as appropriate for the treatment of the patient.
- Provided initial treatment planning for patient based on assessment and coordinate any additional services needed, revising, as necessary.
- Maintained documentation of therapy services provided to each patient according to facility and professional standards and revising as indicated by facility or professional standard.
- Participated in treatment team meetings and collaborate with other staff to facilitate services for the patient, as appropriate to their treatment plan.

06/2020 – 06/2022 **Director** *Kelly Center for Hunger Relief, El Paso, Texas*

- Continued development of FreshStart Program design, capacity, and execution
- Used evidence-based practices including motivational interviewing and trauma-informed care to create individualized service plans based on clients' strength
- Recruited community professionals to provide pro bono monthly education programs on job readiness, mental health support, fiscal management, and self-awareness
- Tracked and reviewed all expenditures, reimbursements, and expenses for comparison against budgets and develop reports to determine if budgetary goals are met.
- Program analysis and reporting
- Developed, edited, and validated policies, policy manual and procedures, as required.
- Recruited, supervised, and mentored interns
- Recruited, supervised, and mentored staff
- Lead team including assistant director, HEAL program manager, social work interns, and dietetic interns
- Created and presented various trainings such as Case management, Motivational Interviewing, SMART Goals, etc.
- Recruited new FreshStart members
- Established affiliations with universities for interns
- Wrote grant proposals and reports for foundations, corporations, and government agencies
  - Awarded several grants: first year **\$148,992**, second year **\$238,480**

08/2019 – 02/2021 **Clinical Social Work Therapist Intern** *El Paso Child Guidance Center, El Paso, Texas*

- Provided psychotherapy to individuals and families on-site and at a middle school
- Assessed client's needs, created treatment plans with respect, dignity, and consideration of their social environment and cultural diversity
- Diagnosed psychological, behavioral and emotional conditions of children and families served
- Empowered clients to enhance coping skills to manage mental health symptoms through a trauma-informed approach resiliency-based model
- Administered and interpreted various self/caregiver report measures to identify treatment objectives and goals
- Analyzed and revised policies, procedures, and processes for efficiency to reflect trauma-informed model
- Planned and administered therapeutic treatment, such as behavior modification and stress management
- Coordinated with various members of interdisciplinary team to evaluate and improve client outcomes
- Researched, became knowledgeable, and presented Texas benefits available to clients such as SNAP and Medicaid

08/2018 – 05/2019 **Court Visitor Social Work Intern** *El Paso Probate Court #1, El Paso, Texas*

- Assessed the well-being of Wards by conducting in home assessments utilizing observational and verbal communication skills and presented assessment in written format for the court files in a timely manner
- Conducted initial assessments for guardianship prior to court hearings, interviewed applicants, and Wards, provided written report to the court with recommendation, attended court hearings, and testified in court utilizing strong verbal and written communication skills and attention to detail
- Utilized inter-agency collaborations to help establish the well-being of the Wards with respect to their basic necessities and concerns (Project Amistad, hospitals, etc.)
- Investigated complaints/concerns in open guardianship cases, addressed concerns, reported significant concerns to Adult Protective Services

08/2016 – 06/2017 **Counselor Social Work Intern** *Homeward Bound Inc. Trinity Center – El Paso, Texas*

- Documented casework in compliance with agency policies and procedures to include writing objective case notes, progress reports, and discharge reports
- Taught relevant knowledge about life-skills, drugs, their effects, and social attitudes through facilitating psychoeducational group therapy and individual sessions utilizing motivational interviewing modality and harm reduction principles
- Completed discharge paperwork and follow-up on clients 60 days after discharge

### **Presentations/Publications**

2023 **Frontiers in Public Health - Texas Researcher** *El Paso, Texas*

- *“Something very taboo”: A Qualitative Exploration of Beliefs, Barriers, and Recommendations for Improving Mental Health Care and Access for Hispanic Adults in the El Paso del Norte U.S. - Mexican Border Region”*

2021 **National Association of Social Workers – Texas (NASW-TX) Presenter** *El Paso, Texas*

- *“Ethics in Practice”*

2020 **National Association of Social Workers – New Mexico (NASW-NM) Presenter** *Las Cruces, New Mexico*

- *“Spanish Speaking Social Workers: Client’s needs, worker’s proficiency and the need for training and certification”*

2020 **El Paso Child Guidance Center** *El Paso, Texas*

- *“Trauma-Informed Supervision: Incorporating the Trauma – Informed Approach to Supervision in a Community Mental Health Clinic”*

2020 **El Paso Child Guidance Center** *El Paso, Texas*

- *“Texas Benefits: How to Qualify and Apply to Texas Benefits SNAP and Medicaid”*

2020 **New Mexico State University** *Las Cruces, New Mexico*

- *“Multicultural Organizational Assessments: Racial Injustice Analysis”*