

HEATHER MARQUEZ STAN

Dedicated in Social Service with a strong background in delivering quality support services to diverse cultural and socioeconomic groups. Skilled in coordinating and implementing peer support groups and individual counseling sessions. Blend advanced training and academics with hands-on program development skills to enhance community/organizational resources, coordinate charity benefits, and optimize outreach. Expertly author publications, deliver high-impact presentations, and produce comprehensive reports.

Social Work Programs • Sport Social Work • Mental Health • Grief & Loss • Bereavement
Community Outreach • Policies & Procedures • Trauma Informed Care • Team Motivation
Motivational Interviewing • Communications • Social Media • Performance Monitoring
Counseling • Crisis Intervention • Social Justice • Identity Loss • Strengths-Based Therapy

PROFESSIONAL EXPERIENCE

THE CHRISTI CENTER, Austin, Texas • 2024- Present

Internship Manager

Supervision:

- Provide orientation and training for new interns
- One hour a week of individual clinical supervision for each intern
- Group supervision throughout each semester
- Meetings with each faculty liaison for each intern twice per semester
- Completion of mid-term and final evaluations for each intern per semester
- Provision of clinical feedback on videos and process recordings of sessions as required by each university
- Train interns on assessment and intervention
- Guide interns on goal setting and intervention planning for individuals and groups

Program Management

- Overall management of internship program including recruitment, interviewing commitments to multiple universities
- Attend collaborative meetings and info fairs to promote our recognition as a valuable internship opportunity at various universities.
- Address intern concerns regarding professionalism, clinical decision making and ethical challenges
- Assure that there are opportunities for interns to grow in the competencies required by their clinical program
- Provide ongoing training on incorporation of interns as co-facilitators in the peer support groups
- Maintain relationships with agencies and schools to support group development
- Manage school group, individual client and peer support group assignment
- Provide clinical crisis management for services provided by interns

Intake Coordination

The Intake provides front-line, high-quality support for clients and potential clients of The Christi Center and provides administrative support to the programs team.

- ☐ Ensure phones are managed and answered during business hours
- ☐ Provide information about services to people calling or stopping by the center
- ☐ Conduct intakes with new members and crisis intervention interviews as needed
- ☐ Provide oversight for interns and other volunteers answering phones
- ☐ Ensures timely and accurate entry of client data into database
- ☐ Maintains intake database, intake/assessment assignments and follows up with staff and interns to timely completion
- ☐ Conducts and/or oversees follow-up calls to new clients as part of the evaluation process

Evaluation Coordination

- ☐ Monitor the program activities on a regular basis and conduct regular evaluations according to the program evaluation framework
- ☐ Report evaluation findings to the Executive Director and recommend changes to enhance the program, as appropriate
- ☐ Works with Evaluation Committee to determine which programs need to be evaluated, reviews trends and comments to advocate for programmatic change and validation, develops logic models, and reports findings

Outreach and Education

- Provide general outreach via information booths, newsletters, articles, and community engagement via trainings to provide information regarding loss, trauma, and crime victims services
- Provide general Grief 101 trainings for schools, churches, nonprofits and agencies
- Find new opportunities to provide trainings that address specific types of loss such as loss due to OD, crime and suicide or are specific to the population the agency serves (ex: CASA)
- Provide resources and develop training for staff, volunteers and interns to access regarding new research and/or insights into grief work
- Provide in-depth training for school professionals on childhood and adolescent grief, including the utilization of the grief toolkit and curriculum to develop on campus grief groups
- Find opportunities to expand our role as leaders on grief and loss in Central Texas

General

- ☐ Assist with general office administration
- ☐ Participate in monthly staff meetings
- ☐ Keep the staffing team and Board updated on work activities
- ☐ Contribute to special events (planning, implementation, review, etc.)
- ☐ Flexibly assist with other duties as they prove necessary for the maintenance of the agency

Travis County Sheriffs Office, Austin, Texas • 2023- Present

Acadia Contract Counselor

- Works with clinical autonomy and provides direct care to inmate-patients in the Travis County Jail who have serious mental illness by assessing, observing, and monitoring patient status, developing treatment plans, and reporting and documenting results.
- Works as part of a treatment team to improve, restore, and maintain the patient's level functioning while minimizing symptoms, exacerbation of chronic illness, impairments, and disabilities by utilizing an individualized treatment.
- Maintain safety and security of self, others and facility at all times.
- Completes regularly assigned screening and assessment of patient suicidal behavior, mental illness, substance use and vulnerabilities.
- Observes and monitors patient's physical, mental and emotional well-being by

looking for behavior patterns and report observations to treatment team.

- Develops patient treatment plans.
- Completes daily documentation of patient status.
- Reports and documents any issues, concerns or problems with medications, or changes in patient mental or physical health.
- Participates as a member of the treatment team.
- Communicates patient treatment plans and concerns with mental health and medical staff and corrections officers.
- Performs other job-related duties as assigned.

THE CHRISTI CENTER, Austin, Texas • 2022

Children's Program Coordinator

Children's Program Coordinator: Provide individual services to high-needs students that are not appropriate for intern or cadre counselor assignments. Liaison with school staff and provide intakes with guardians of program enrollees. Present parent and community presentations at school campuses to foster a general understanding of grief and awareness of how to support grieving children. Conducts and/or oversees follow-up calls to clients as part of the evaluation process. Coordinate and manage on-site school groups. Coordinate training, assignment, and management of cadre counselors.

Children (Kids Who Care) and Teen Programs: Plan and facilitate bi-weekly on-site children's group. Plan and facilitate bi-weekly on-site Teen groups (one online and one in-person). Provide individual services to high-needs children/teens that are not appropriate for an intern or cadre counselor assignments. Work closely with the Program Director to expand programs while maintaining best practices for children and families. Provide and/or assign new client intakes. Utilize research to create and utilize developmentally appropriate interventions for children aged 5-12 and adolescents 13-18. Maintain communication with parents/guardians to encourage participation and monitor the progress of children. Utilize program evaluation tools to ensure program effectiveness. Inventory and purchase supplies to ensure necessary materials are available at each meeting. Create a warm, healing environment for families. Plan, organize, and facilitate children and teen off-site outings and/or retreats Volunteer Management. Coordinate volunteer facilitator coverage for children and adolescent groups. Provide initial training for new volunteers supporting on-site groups. Coordination of grief support services. Respond to inquiries about services/groups offered by the Center. Keep up with tracking and client information in Apricot Database in a timely manner.

Key Accomplishments:

- Successfully brought back in-person children and teen groups post-pandemic.
- Partnered with Divine Canine and Austin Dog Alliance to provide pet therapy services for our children and teen programs.

SAGE RECOVERY & WELLNESS, Austin, Texas • 2022

Final field MSW Intern/ PRN Contract Therapist

MSW INTERN/ PRN: Assisted with case management, observing and co-facilitating skills, and intensive outpatient program groups. Developed Wiley Clinical Treatment Plans, Co-Writing clinical therapy notes including ASAM Axis V Dimensions. Developed treatment and after-care plans. Facilitated skill and processing with adult DBT IOP groups, adult DBT Dual groups, and adolescent DBT IOP groups. Conducted full biopsychosocial assessments for IOP and residential clients online and in person.

THE CHRISTI CENTER, Austin, Texas • 2020-2021

First year MSW Intern

MSW INTERN: Co-facilitated grief support groups, to include loss of a spouse, child and/or parent. Provided individual grief counseling for teens. Trained with handling intakes, crisis interventions and group orientation for grieving individuals. Contributed to outreach and development efforts. Planned, implemented, and followed-up to provide individual services to children and teens. Supported groups specific to loss to suicide, overdose, and crime.

Key Accomplishments:

- Successfully developed, filmed and edited 8 video tutorials providing tools needed for caregiver and child to work together in grief and help understand the importance to work with their children about grief during the pandemic.
- Created and implemented zoom PowerPoint introduction to provide population with a visual along with verbal explanations covering rules, expectations and confidentiality for peer support groups. Utilized across the board with all online peer groups.

TRAVIS COUNTY SHERIFF'S OFFICE, Del Valle, Texas • 2015-2022

Correctional facility housing up to 2,300 inmates; organization is comprised of 7 social service program coordinators leading inmate programs covering health/wellness, vocational training, substance abuse, veterans' assistance, youth support, GED testing, women's health, and re-entry assistance.

Social Service Program Coordinator: Spearhead workforce development and wellness programs for inmates in Travis County Jail. Provide training to peer inmate helpers and volunteers. Research and establish evidence-based programs to address the criminogenic needs of offenders, ensuring adherence to goals and priorities. Monitor individual progress and program effectiveness. Serve as liaison with community outreach and advocacy groups as well as service providers among others. Promote program and recruit as well as train participants. Organize, plan, and manage educational sessions – including learning spaces. Oversee efforts of University of Texas social work interns, offering coaching and assistance in rollout of new health/wellness classes for inmates. Supervise and train volunteers and contract staff on proper implementation of jail policies and procedures. Function as guest speaker at the University of Texas (Health Psychology/Psychology Department) for recruitment of student volunteers.

Key Accomplishments:

- Developed, introduced and promoted kitten/dog foster programs in collaboration with Austin Animal Center as well as pet therapy program in collaboration with Divine Canines.

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- Featured in various Austin American Statesman newspapers, local news media stories, and University of Texas journals.
 - Selected as guest speaker for the University of Texas Department of Kinesiology and Health Promotions' Career Panel.
 - Nominated for the Civilian of the Year Award in 2017 for commitment and excellence.

TRAVIS COUNTY SHERIFF'S OFFICE, Austin, Texas • 2005-2011

Community law enforcement agency.

Background Investigations / Recruiting (2010-2011): Supported multiple facets of recruiting process, including criminal background checks, employment history verification, scheduling candidate interviews. Relayed recruit information to appropriate managers. Tracked interviewing processes. Drove successful communications with all levels of management, staff and applicants.

College Recruitment (2005-2011): Served as Sheriff's Department spokesperson at Austin Community College, conducting recruiting activities. Informed diverse, multicultural groups about careers in law enforcement, including training, education and pathways to promotion. Emphasized strong communication skills for interfacing with inmates, attorneys, health professionals and related personnel.

Senior Corrections Officer (2005-2010): Coordinated inmate visitations with lawyers, family members, clergy, parole officers, health professionals and more, interacting with a wide array of cultural and socioeconomic groups. Supported and implemented counseling, crisis interventions, reintegration into the correctional setting and peer group interaction. Assisted female inmates with scheduling of healthcare appointments and interviews. Effectively monitored security and safety of facility personnel. Generated progress reports and collaborated on strategies to improve multiple facets of officer / inmate relations.

Key Accomplishments:

- Played key role in staff promotions as member of hiring committee, contributing to management of goals, education and community service.
- Leveraged strong interpersonal skills, meeting or exceeding recruiting goals, managing inmate relations, interviewing applicants and skillfully communicating with all stakeholders.
- Successfully managed information, using technology tools to track processes and develop accurate and timely reports for all levels of management.
- Spearheaded community outreach, organizing many events to benefit childhood cancer research.

EDUCATION & PROFESSIONAL TRAINING

LCSW Candidate

Supervised by Erin Spalding (LCSW-S)

Sport Social Work Certificate Program Candidate

ASWIS

California Southern University

PsyD in Clinical Psychology (In Progress)

Expected Graduation: 2027

Currently enrolled; transferring from Liberty PhD program

Ph.D. student, General Psychology Candidate

Liberty University

PhD in Psychology (Program Coursework Completed)

Dates attended: 2023-2025

Master of Science in Social Work :

University of Texas, Austin, Texas

Graduated Fall 2022

Bachelor of Arts in Psychology

University of Texas, Austin, Texas

Graduated Spring 2015

Research Assistant (2014 to 2015) on "Personality in Working Dogs" Project

Certifications/ Training

Certified BLS (Basic Life Support) Instructor • Cultural Diversity • Training CPR Certification

Mental Health First Aid Training-(ATCIC-Austin/Travis County Integral Care)

Special Investigative Topics Training – Child Abuse, Neglect, Family Violence, Sexual Assault / Offenses

Animal-Assisted Interventions Seminar • PREA (Prison Rape Elimination Act) Training

Civilian Response to Active Shooter Events (CRASE) • Grief 101 • Grief Happens • Social Justice

ADDENDUM – PUBLICATIONS, AWARDS, CONFERENCES

- <https://www.kvue.com/article/news/local/programs-aim-to-help-both-austin-animals-and-inmates/479456094> | Sept 28, 2017
- <http://spectrumlocalnews.com/tx/austin/news/2017/09/30/pilot-program-will-allow-inmates-to-foster-kittens-> | Sept 29, 2017
- <https://ladyfreethinker.org/cats-dogs-may-soon-headed-texas-jail/> | Sept 30, 2017
- <http://texashillcountry.com/travis-county-jail-pets-inmates/> | Oct 5, 2017
- <http://cbsaustin.com/news/local/austin-animal-center-to-house-cats-and-dogs-at-travis-co-jail-allow-inmates-to-train> | Oct 31, 2017
- <http://kxan.com/2017/11/01/dogs-and-cats-approved-to-stay-in-jail-with-travis-county-inmates/> | Nov 1, 2017
- <https://www.youtube.com/watch?v=FEPlqUI0ueI> | Nov 1, 2017
- <http://cbsaustin.com/news/local/foster-kittens-now-calling-travis-county-jail-home> | Dec 15, 2017
- <http://kut.org/post/kittens-provide-travis-county-inmates-distraction-and-opportunity> | Dec 15, 2017
- <http://www.kvue.com/article/features/inmates-befriend-kittens-thanks-to-austin-animal-center/269-499786934> | Dec 15, 2017
- <https://www.youtube.com/watch?v=53tkUQJzDPM> | Dec 15, 2017
- <https://www.facebook.com/CBSAustin/posts/10150961385759996> | Dec 15, 2017
- <http://www.statesman.com/news/breaking-news/jailhouse-mews-four-kittens-raised-travis-county-inmates-will-for-adoption-saturday/VHGHYAKvGxTG3yIfqzyEL/> | Jan 25, 2018
- <http://spectrumlocalnews.com/tx/austin/news/2018/01/31/kittens-fostered-by-travis-co--inmates-all-get-adopted-> | Jan 31, 2018
- <http://reportingtexas.com/behind-bars-kittens-help-offenders-practice-compassion-cooperation-and-cleaning-up-hairballs/> | Apr 29, 2018
- <https://youtu.be/Ddhe0S0vdpA> | May 23, 2018
- https://urldefense.proofpoint.com/v2/url?u=http-3A__www.fox7austin.com_news_local-2Dnews_travis-2Dcounty-2Dinmates-2Dtrain-2Dhigh-2Dfiving-2Dkittens-2Dfor-2Dadoption&d=DwIFAg&c=TjtWVPF8cdYj1jaCmcOWCvhA7Dw-i54lFAEiof1ZnAU&r=exFavhj6Q2ZcM0-qLA3TTqwi0uJ0i3eHE3so13rYcVA&m=Mgi-neY7vy-UZlii9tASPyIV7DpHiR5V0SNIRavibrM&s=AZ0-3seSQCW-VAD4F-SpjKnDi-iJ2mKkZe4qMlx-GME&e | May 24, 2018
- <https://www.kvue.com/video/life/pets/pet-of-the-week-mallory/269-8141440> | May 26, 2018
- https://youtu.be/Z_ZiVUWZa8k | June 4, 2018
- <https://www.kvue.com/article/news/local/unlikely-and-furry-inmate-graduates-from-travis-county-jail-program/269-561972526> | June 6, 2018