

Jamaica P. Chapple, Ph.D., LPC

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EDUCATION

Doctorate of Philosophy in Counseling and Supervision 2011

Texas A&M University-Commerce –Commerce, TX

Master of Arts in Marriage and Family Therapy 2007

University of Louisiana Monroe – Monroe, LA

Bachelor of Arts in Anthropology 2005

University of Texas at Arlington – Arlington, TX

PROFESSIONAL EXPERIENCE

Metrocare Services (Formerly Dallas County MHMR)

Metrocare provides a broad spectrum of mental and behavioral services to adults and children throughout the Dallas County area of North Texas. Metrocare services over 55,000 clients per year, and they are the largest provider of community mental health and disability services in Dallas County.

Executive Director of the Altshuler Center for Education and Research 11/2022-Current

Reporting to the Chief Medical Officer, transformed executive administration of educational program operations and development for the Altshuler Center for Education and Research. Operations for the center include implementing and streamlining best-in-class practices and key metrics to address clinical training, education, and workforce development of psychiatric doctors, nurse practitioners, physical therapists, occupational therapist, counselors, social workers, and aspiring mental and behavioral health professionals. Operations also included establishing compliance standards and practices to adhere to federal and state regulations, licensing boards, and relevant state accreditation standards for research development. I have also worked to conceptualize and implement the organizational research agenda to support the expansion of service needs for the underserved and underrepresented patient population. Additionally, I have directed strategic planning efforts and stewarded budgetary oversight for a \$3 million department budget. I have also established and implemented workforce development measures for Metrocare to retain top talent.

Selected Achievements:

- Secured \$1.5 million grant to support the clinical training of psychiatric residents from TX HHS
- Developed employee retention re-skilling and up-skilling model resulting in a 10% decline in employee turnover
- Reimagined operational strategy resulting in a 62% increase in the number of graduate clinical trainees accepted for internships and fellowships.
- Executed a workforce development strategy resulting in a \$2.7 million savings in human capital expenditures in the first year.

UNIVERSITY OF NORTH TEXAS SYSTEM

Established in 1999, the University of North of Texas System (UNTS), located in Dallas, TX, provides governance and service to UNT System component institutions in the areas of legal, finance, audit, academic affairs and student success, facilities and construction, human resources, information technology and government relations.

Assistant Vice Chancellor of Academic Affairs and Student Success

4/2021- 11/2022

Chief Academic & Student Success Officer

Reported to Chancellor for the UNT System as the Chief Academic Officer, with occasional project specific reporting to the UNT System Board of Regents. Provided operational strategic oversight and development of system wide academic and student success initiatives and programs. Spearheaded continuous improvement and best practice enterprise implementation with targeted measures. Lead the implementation of system-wide planning for new program development between The University of North Texas System members as well as with external businesses, K-12 education, foundations, and research entities. Championed systemwide efforts to improve the efficiency, effectiveness and accountability of academic and student success programs. Facilitated the review and development of policies to ensure organizational compliance with accreditation standards.

Selected Achievements

- Executed and formalized enterprise wide mental and behavioral health strategy to drive employee and student retention
- Facilitated the development of system wide strategy to address people and learning, teaching and learning, academic programs, and student success with the integration of metrics, goals, outcomes and other appropriate measures.
- Served as Interim Secretary for UNT System Board of Regents
- Developed strategies for intersystem pathways that allow for systemwide collaboration, best practice model development and efficiencies in resource utilization for health and wellness, academic programs, experiential learning, and co-curricular experiences.
- Provided organizational guidance on demographic trends and their impact on recruitment, persistence and graduation.
- Chaired systemwide Equity in Student Success Coalition to address the advancement of diversity, equity, and inclusion efforts for academic affairs and student success
- Supported the UNT HSC in the preparation and review for level-change with SACSCOC accreditation to allow for the development of undergraduate programs.
- Facilitated oversight of new academic program development to ensure that a proposed program is needed, is academically sound, has the resources needed, is financially feasible, and meets all the requirements of the THECB
- Engaged in collaborative systemwide internal and external partnerships with the Dallas Regional Chamber, National Association of System Heads, Dallas College, Texas Academic Leadership Academy, National Association of Student Personnel Administrators, Texas Transfer Alliance, THECB, and other system institutions needed to help drive strategic initiatives and research opportunities to enhance Academic Affairs and Student Success.

UNIVERSITY OF NORTH TEXAS AT DALLAS

Established in 2010, the University of North of Texas at Dallas (UNTD) is a public institution located in Dallas, TX. UNTD has an approximate enrollment of 4,000+ students and is part of the University of North Texas System.

Associate Vice President of Student Access and Success

8/2014- 4/2021

(Chief Student Experience Officer and Dean of Students)

University of North Texas at Dallas, Dallas, TX

Report to Vice President for Student Access and Success, with occasional project specific reporting lines to the Provost and Chief Academic Officer, as well as the President. Direct reports have included staffing of 21 full-time professionals, six student workers, and 18 stipend-based student leadership positions. Lead the overall strategy and administration for the UNT Dallas Student Affairs Office, including staff supervision, budget management of \$2 million +, and the development and assessment of co-curricular programs/services designed to advance student success including counseling, student money management, student activities, residential living and learning, students' rights and responsibilities (student conduct), Title IX, student organizations, new student programs, veteran student services, career services and disability services. Served as chief

compliance officer with all federal, state, and local laws and regulations pertaining to Title IX, Drug Free Schools and Communities Act, and The Higher Education Act, Americans with Disabilities Act, and HIPPA.

Selected Achievements

- Spearheaded institutional pandemic response planning and recovery (Board Appointed)
- Garnered strategic community partnerships with the Health Science Center, Behavioral Health Connections, Dallas Metrocare, Hickory Trail Hospital, and various case management organizations to enhance functional unit support service offerings
- Championed key initiatives and operational improvement strategies while serving on the university strategic planning steering committee
- Garnered a 71% retention rate year over year with intentional retention initiatives across the division
- Increased and diversified student co-curricular programming and support services opportunities by 63% over a 5-year time frame
- 2018 Fellow of the AASCU Millennial Leadership Program
- Championed alumni giving and cultivated community donor relationships to secure \$205,000 to support the Student Emergency Assistance Fund (2018-2020)
- Lead SACSCOC accreditation reaffirmation for the division in the areas of assessment and report writing for accreditation standards
- Implemented a case management model to help triage academic and personal crises
- Targeted marketing strategies to increase enrollment and retention yield
- Developed and established a Veterans Success Center.
- Developed Faculty Student Mentor Program for all at-risk undergraduate students.
- Developed and established Blazers Helping Blazers Dreams (a homeless and displaced student program)
- Spearheaded and established the Blazer Cupboard (food pantry to assist under-resourced students)
- 2014 recipient of the Staff Excellence Award
- 2015 Fellow of the TX Governor's Executive Development Program
- Gehring Institute for Student Conduct Certification (Chief Conduct Officer)
- Title IX Coordinator and Investigator Certification (NACUA)
- Appointed to UNT Dallas Senior Strategic Planning Leadership Team
- Served as Chief Clery and Title IX Compliance Officer

Director of Counseling, Wellness & Disability Services

10/2013-8/2014

University of North Texas at Dallas, Dallas, TX

Reported to Director of Student Affairs with occasional project specific reporting lines to the Provost and Vice Provost for Academic Excellence & Student Success. Previous UNT Dallas Student Affairs functional areas included Counseling Services, Wellness Programming, Disability Services, and Student Advocacy. Budget development and management consists of oversight of three departmental identification numbers totaling \$40,000+. Also, served as liaison for community-based partnerships in mental health, wellness, and disability services in the greater Dallas community.

Selected Achievements

- Developed and implemented policies and procedures in accordance with state law and best practices
- Redesigned and restructured Office of Counseling and Wellness Services to increase operational effectiveness and efficiency
- Converted Office of Counseling to UNT Dallas Office of Counseling and Wellness Services through various branding and marketing efforts.
- Initiated and conducted the first university wide Safe Zone training for the promote equality and inclusiveness for the LGBTQ campus community

- Lead program development and implementation of numerous programs (i.e., SafeZone, Veterans, Bystander Step-Up Training, Rape, Aggression, Defense (R.A.D.) Training, etc.) for the campus community
- Cultivated productive partnerships with local high schools, non-profit agencies, and mental/behavioral health organizations
- Served as ADA compliance officer

University Service – University of North Texas at Dallas **Chair,**

SafeZone Committee, 2013 – Present

Chair, Campus Assessment, Response, & Education (C.A.R.E.) Team, 2013 – Present

Chair, President Appointment-Developing Resources to Service Under-Resourced Students, 2015-Present

Chair, President Appointment-Establishing Traditions (University Strategic Plan)

Chair, President Appointment-University Assessment, Effectiveness, and Survey Committee, 2015-Present **Chair,** President Appointment-Clery Compliance Committee 2014-Present

Member, President's Cabinet and University Executive Council, 2014-Present

Member, President Appointment-Student Learning and Success Center Planning Committee, 2014-Present

Member, President Appointment-University Housing Planning Committee, 2014-Present **Member,**

President Appointment-Athletics Advisory Committee, 2014-Present

Member, Provost Appointment-Graduate, Persist, Succeed Planning Committee, 2014-2016

Member, President Appointment-UNT Dallas/College of Law Task Force, 2014-Present **Member,**

Provost Appointment-Institutional Policy Review Committee, 2015-Present

Member, President Appointment- UNT System Culture of Service Initiative Leadership Team, 2015-Present

Member, Chief Financial Officer Appointment-University Budget Advisory Council, 2016-Present **Member,**

Provost Appointment-Institutional Effectiveness Steering Committee, 2018-Present

Adjunct Professor of Counseling

01/2014-Present

University of North Texas at Dallas, Dallas, TX

Responsible for curriculum development and teaching a broad range of courses across the mental health curriculum.

Performed duties as a clinical supervisor during the practicum experience. Engaged and developed a culturally diverse group of graduate counseling practitioners. Developed course assessment methods, objectives, curricula, and materials for the following courses:

- COUN 5580 Family Therapy
- COUN 5710 Counseling Theories
- COUN 5680 Basic Skills
- COUN 5660 Advanced Skills in Counseling
- COUN 5690: Practicum

TEXAS A&M UNIVERSITY – COMMERCE

Founded in 1889, Texas A&M University – Commerce is a private liberal arts institution located in Commerce, TX. Texas A&M University – Commerce has an approximate enrollment of 12,000+ students.

Director of Clinical Mental Health Counseling and Psychology Centers

8/2011 – 9/2013

Texas A&M University – Commerce, Commerce, TX

Executive leadership, strategic vision and administration was provided for both university Counseling and Psychology Centers. Developed and maintained clinic policies, procedures, and protocols in compliance with state/federal requirements, University, and System policies, and University mission. Maintained and oversaw department budget, expenditures, revenue, and contracts. Supervised, managed, and evaluated professional counseling staff. Assisted professional counseling staff by providing professional, short-term counseling services (individual, group, couple), including intake, treatment planning, case management, crisis intervention, and consultation to enrolled students. Collected, assessed, and reported on clinic utilization

rates, effectiveness, and student learning outcomes. Ensured compliance with (FERPA), (HIPPA), and other federal/state requirements for counseling records by supervising the maintenance and security.

Selected Achievements

- Developed, reviewed, and revised Counseling and Psychology Handbook and Policies through consultation with various University departments, community based behavioral and mental health organizations, and University General Counsel
- Created various organizational development workshops (i.e., Marketing & Branding, Philanthropy & Fundraising, etc.) by working with university departments to collaborate on the advancement of organizational standards and clinic enhancement
- Successfully held both Director of two University Counseling Clinics and Assistant Professor of Counseling concurrently to allow for continuity of clinician training across programs
- Initiated and conducted the first university wide Safe Zone training for the promotion equality and inclusiveness for the LGBTQ community

Assistant Professor of Counseling – Department of Psychology

2011 – 2013

Texas A&M University – Commerce, Commerce, TX

Engaged in program development and course enhancement under the Texas Higher Education Coordinating Board regulations and in accordance with the Council for Accreditation of Counseling and Education Related Programs. Advised Masters and Doctoral level students. Served on dissertation advisory committees of counseling students and students in other discipline as requested. Developed course objectives, curricula, and materials for the following courses:

- COUN 501: Introduction to the Counseling Profession
- COUN 528: Introduction to Group Dynamics and Procedures
- COUN 551: Practicum
- COUN 552: Internship

Selected Achievements

- Cultivated experiential learning opportunities for the professionals in practice
- Promoted professional advocacy by leading a group of students to the Texas Counseling Association Advocacy Day during legislative session

Assistant Director of Counseling and Psychology Clinic

2009 – 2011

Graduate Instructor

Texas A&M University – Commerce, Commerce, TX

Reported to Director of Counseling and Psychology Center. Primary responsibilities consisted of various milestone programming and outreach as this was the initial opening for the counseling center. Supervised clinical experiences of masters level counselors in training. Provided individual, marital, family counseling, and group counseling for faculty and staff within the McKinney Independent School District. Responsible for oversight of budget planning and managing partnerships with local school district.

Selected Achievements

- Advanced all efforts (i.e., marketing, communications, fundraising, etc.) which lead to completion of four school partnership contracts in Commerce and McKinney communities
- Received Divisional Excellence Award for Outstanding Achievement under three years
- Promoted to Director after one year and six months as Assistant Director

University Service – Texas A&M University-Commerce

Mentor, At-Risk Student Advisement, 2009 – 2011

Member, Quality Enhancement Council, 2011

Member, University Calendar Committee, 2009 – 2011

Member, Community Involvement & Service-Learning Committee, 2011 – 2012

PROVIDENCE OF TEXAS (Behavioral Health Services)

Providence of Texas is a national leader in the management and provision of the highest quality human social services, collaborative care services and community transportation to children, adolescents, adults, families, and the elderly through a variety of government-sponsored social and healthcare service programs.

Executive Clinical Director

2007 – 2012

Providence of Texas – Dallas, TX

Provided executive leadership, administration, and supervision to Counseling and Case Management positions, assigned responsibilities and functions to staff, and regularly triaged all issues related to clinical personnel, case management activities, family counseling, educational sessions, and treatment planning. Prepared written administrative and clinical reports. Responsible for monitoring clinical staff competence, quality of care, performance improvement, and compliance with Joint Commission Standards for Care. Work was reviewed in terms of overall effectiveness in managing the clinical facility and implementation of treatment and rehabilitation programs. Accomplished review through periodic supervisory review, reports, and program assessments, and ensuring treatment outcomes were accomplished.

Selected Achievements

- Garnered county contract reaffirmation (i.e., marketing, communication, fundraising, etc.) which lead to a four-year contract for services with Dallas County Juvenile Justice System supporting adolescent SEL and rehabilitation
- Consistently surpassed an 85% client success rate without adolescent recidivism within the community
- Co-Developed organizational policies and procedures in partnership with our Value Options team to ensure compliance with state regulations (TAC-)Health and Human Services

NATIONAL, STATE, and LOCAL PRESENTATIONS & PUBLICATIONS – REVIEWED

Chapple, J. P. & Spivey, J (2022, June).

Irving, TX

“Texas Mental Health in Higher Education”. Presented at 2022 Campus Safety Conference

Chapple, J. P. (2017, June).

Irving, TX

“Keys to Effective Emergency Preparedness”. Presented at 2017 Campus Safety Conference

Chapple, J. P., Matthews, C., & Sartor, T. (2016, April).

Montreal, QC

“Infertility and Miscarriage: Utilizing Best Practices and Interventions in Counseling”. Presented at 2016 American Counseling Association Conference

Chapple, J. P., Cobb, & J., & Turner, D. (2016, March).

Indianapolis, IN

“Before You Hit Submit: Hiring Managers’ Tips for Successfully Getting the Next Position”. Presented at 2016 National Association of Student Personnel Administrators Conference

Chapple, J. P., Cobb, J., Skinner, J., & Wallace, J. (2015, April). New Orleans, LA “Crisis Trauma and Resiliency: Holistic Retention and Student Success on a Non-Traditional Campus”. Presented at 2015 National Association of Student Personnel Administrators Conference

Chapple, J. P., & Matthews, C. (2014, May). Austin, TX
 “Overcoming Barriers to Creating a Safe Space / Ally Program: Implementation at Texas Colleges and Universities”.
 Presented at 2014 Texas College Counseling and Career Development Conference

Chapple, J. P., Matthews, C., & Espino, T. (2014, May). Austin, TX
 “Mentorship Rethought: How Reaching Back Today Will Provide for Tomorrow”
 Presented at 2014 Texas College Counseling and Career Development Conference

Chapple, J.P., & Wilson, A. (2013, November). San Antonio, TX
 “TACES: Presents: Role of the Ethical Supervisor”
 Presented at 2013 Texas Counseling Association Professional Growth Conference

Chapple, J. P., Saatci, Y., Sutherland, V. (2010, February). New Orleans, LA
 “Assistance for the Addicted Female”
 Presented at 2010 Association for Specialists in Group Work Professional Growth Conference

PUBLICATIONS – PEER REVIEWED

Balkin, R. S., Leicht, D. J., Sartor, T., & Powell, J. (2011). Assessing the relationship between therapeutic goal attainment and psychosocial characteristics for adolescents in crisis residence. *Journal of Mental Health*, 20, 32-42.

Hendricks, L., & Chapple, J. P. (2013). The impact of pathological gambling. *National Forum Journal of Counseling and Addiction*, 2(1), 1-7.

Hendricks, L., Wilson, A., & Chapple, J. P. (2013). Crystal methamphetamine in society today. *National Forum Journal of Counseling and Addiction*, 2(1), 1-7

VOLUNTEER EXPERIENCE & COMMUNITY BASED SERVICE

Speaker, A.V.I.D. Program, Dallas Independent School District, 2011 – 2013 **Volunteer,**
McKinney Habitat for Humanity, Collin County, 2009 – 2013

Volunteer, Early Childhood Trauma Program, McKinney Independent School District, Collin County, 2009 – 2013 **Volunteer,**
Meals on Wheels, Collin County, 2009 – Present

Volunteer, Mount Olive Baptist Church-Health Taskforce, 2020-Present

CERTIFICATIONS

Licensed Professional Counselor #68087 Dallas, TX
Texas State Board of Examiners for Professional Counselors

Life Innovations (NBCC approved)

Title IX Coordinator Certification
NACUA

Dallas, TX

PROFESSIONAL MEMBERSHIPS

Member, *Zeta Phi Beta Sorority Inc.*, 2002 – Present
Member, *American Counseling Association*, 2008 – Present
Member, *Chi Sigma Iota (National Counseling Honor Society)*, 2008 – Present
Member, *American Association of Marriage and Family Therapy (AAMFT)*, 2008 – Present
Member, *Texas Counseling Association (TCA)*, 2009 – Present
Member, *Association for Specialists in Group Work (ASGW)*, 2010 – 2012
Member, *Texas Association of Marriage and Family Counselors (TAMFC)*, 2012 – Present
Member, *National Association of Student Personnel Administrators (NASPA)*, 2014-Present
Member, *Association of Student Conduct Administrators (ASCA)*, 2014-Present
Member, *National Association of Behavior Intervention Team Association (NaBITA)*, 2016-Present

RESEARCH INTERESTS

- Social-Emotional Learning
- Student Mental Health
- Crisis, Trauma and Resiliency Amongst Students in K-12 and Higher Education
- First-Generation College Students
- Leadership Development in Higher Education