

Curriculum Vitae

Erica Pounce PhD, LPC-S, LCDC, NCC, CBT

Master's Counseling Program School of Human Services
University of North Texas Dallas
7400 University Hills Blvd.
Dallas, TX 75241
Phone: 469.867.7132
Email: erica.pounce@untDallas.edu

EDUCATION

Ph.D. in Counselor Education and Supervision with Marriage and Family Cognate,
Texas A&M University-Commerce, August 2020. CACREP Accredited.

Dissertation: Interrelationship Between Homeless and Non-Homeless Veterans:
Predicting Housing Needs and Support

Chair: Dr.Chester Robinson

M.Ed., Counseling, Community Counseling concentration, University of North Texas,
Denton, TX, May 2013 CACREP Accredited

B.S., Business Management, University of Phoenix-Dallas Campus, Dallas, Texas, May
2007

PROFESSIONAL LICENSES

Licensed Professional Counselor Supervisor (LPC): 05/02/2014

Approved LPC-Supervisor (LPC-S): 2020-Present

Licensed Counselor Chemical Dependency (LCDC): 2017 - Present

TEACHING EXPERIENCE

Master's level courses taught:

**September 2021 – Present, Lecturing Professor, University of North Texas at
Dallas-Department of Counseling Health & Human Services, (CACREP Accredited)**

Courses taught: COUN 5480: Diagnosis and Treatment Planning, COUN 5100: Ethics
and Professional Orientation, COUN 5740: Group Counseling Theories and Procedures,
COUN 5710: Counseling Theories, COUN 5765: Appraisal in Counseling, COUN 5300:
Systems Leadership, and Program Development, COUN 5470: Career Development and

Information Resources, COUN 5680: Basic Counseling Skills, COUN 5610: Addiction Counseling, COUN 5721: Internship Counseling II, COUN 5690: Practicum

June 2019-May, 2021, Non-remunerative Adjunct Clinical Instructor, the University of Texas at Arlington College of Nursing-Psychiatric/Mental Health Nurse Practitioner Program

Doctoral Student Teaching

January 2018- May 2018, Master Student Supervisor to Dr. Kevin Snow, Texas A&M University-commerce, COUN 551: Practicum Provided individual and triadic supervision to a total of nine (5) master's level counseling students.

June 2017- July 2017, Teacher Assistant to Dr. Erika Schmit, Texas A&M University-commerce, COUN 501: Introduction To The Counseling Profession Facilitated and led class discussions; assisted with course design and implementation

PUBLICATIONS

Dissertation

Pounce, E. (2020). Interrelationship Between Homeless and Non-Homeless Veterans: Predicting Housing Needs and Support

HONORS, AWARDS, AND RECOGNITIONS

2017 Nominated Case Manager of the Year for Dallas, TX
2016 Employee of The Month
2009 Admissions Regional Coach of the Quarter
2008 Regional MVP of the year
2008 National MVP of quarter four/most PDL's of quarter
2007-2008 All American All-Star Team Admissions

INVITED PRESENTATIONS, TRAININGS, WEBINARS, & WORKSHOPS

+ student collaboration

* accepted to be presented

National

Pounce, E. (2018, July 13–15). Ethical Responsibility of Self-care and Preventing Secondary Trauma [Conference poster presentation]. Association for Spiritual, Ethical, and Religious Values in Counseling (ASERVIC) 2018 Conference Dallas, TX. United States.

Pounce, E. (2016 May 04). Counseling Homeless Veterans While Providing Needs and Support [Conference presentation]. Dallas VA Research Corporation (DVARC) Social

Reintegration for Veterans with Felony Histories Conference Dallas, TX. United States.
<https://www.dvarc.org/>

State

Pounce, E. (2022 July 15). Cultural Humility & Substance Abuse [Live and Teams presentation]. University of North Texas Dallas, Community Youth Development – Rising Blazers Program, Stakeholder training, Dallas, TX. United States.

Pounce, E. (2020 August 3). The Impact of Adult Mental Health & Substance Abuse on Children [Live Webinar presentation]. RISE Disciplinary Alternative Education Program 2020 Conference, Austin, TX. United States.
https://ecampus.esc13.net/show_class_info.html?classid=43844

Pounce, E. (2020 June 15). Coping with COVID-19 [Live Webinar Panel Discussion]. New Mt. Zion Baptist Church, Dallas, TX. United States.

Pounce, E. (2019 August 28). The Impact of Adult Mental Health & Substance Abuse on Children [Live Webinar presentation]. First 3 Years Maintaining Relationships when Parents have Multiple Issues-Expert Session 2019 Dallas, TX. United States.
<https://first3yearstx.org/webinars/>

Kaszynski, E., Khosravi, S., Stephens D., and **Pounce E.** (2018 November 14–17). Ways to Talk and Treat Trauma for Children [Conference session]. 62nd Annual Texas Counseling Association Professional Growth Conference Dallas, TX. United States.
<https://new.tamuc.edu/am-commerce-graduate-students-and-faculty-present-at-texas-counseling-association-conference/>

Baig, J., **Pounce, E.** (2019 February 23). Counseling Diverse Populations in Poverty, Homeless, and Veterans [Seminar presentation]. Texas A&M University-Commerce Spring Semester Doctoral Seminar Dallas, TX. United States.

ADVANCED CERTIFICATIONS AND TRAININGS
--

Education/Teaching

1. Instructional Theory and Methods in Counseling Education /COUN 650, August 2017

Clinical

1. Substance Abuse Professionals (SAP) qualification U.S. DOT Alcohol and Drug Testing Regulation, (in progress 2023)

2. Child-Adolescent Needs and Strengths (CANS) certified, Texas Department of State Health Services, (In progress 2022)

3. Non-Violent Crisis Intervention certified, Crisis Prevention Institute (CPI), 8-hour Training Carrollton Springs Hospital, February 2021

4. Trust-Based Relational Intervention (TBRI), Caregiver Training, 10-hour training
Barbara Rodriguez TBRI Practitioner, January 2021
5. Telemental Health Counseling, 12-hour training, PESI, June 2020
6. Cognitive Processing Therapy (CPT) Trauma Certified (Military Combat Trauma Therapy)- Approved certified, Strong Star 2017

CLINICAL PROFESSIONAL WORK EXPERIENCE
--

Erica Pounce LPC, LCDC, LLC Richardson, TX

February 2017-Present

Licensed Professional Counselor Supervisor (LPC-S)

- Provide in-person and telehealth/video therapy for Veteran/Military individuals, Civilians, adolescents, and family members who struggle with identifying coping skills or tools to implement for civilian life, assist with readjustment, transition, and social change.
- Provide therapy for civilian clients including adolescents, couples, and families. Individuals may be maladjusted in life, employment, school relationships, substance use, mental health problems, and struggling to find balance. The theoretical approach is based on the client's needs.
- Provide clinical services through various EAP contracts, CPS/Foster care contracts, Professional Network Recovery (PRN) for the Texas Pharmacy/Dental Board, and insurance panels. Provide trauma therapy, TBRI, Substance Use Disorder (SUDS) assessments, mental health assessments, diagnosing, and direct treatment intervention based on individual client needs.
- Create and discuss the goals of treatment for court-mandated/CPS clients for children and adults. Monitor progress, document, and report kept or missed appointments to Case Managers or supervising officers.
- Update clinical notes after each session, create or update treatment plans, monitor progress, and assess the effectiveness of the treatment being provided to determine if a different level of care is needed.

Niznik Behavioral Health-Discovery Point Ennis, TX

November 2018 - August 2019

Lead Therapist

- Responsible for the clinical monitoring, coordinating, and implementing of the mental health program in accordance with the state of Texas and Joint Commission on Accreditation of Healthcare Organizations (JCAHO) compliance.
- Served as the mental health liaison between the clinical unit, medical team, and facility staff.
- Provided individual and group intervention to patients who are diagnosed with substance abuse, mental health, PTSD, and/or co-occurring disorders.

- Provided input to facility administration regarding treatment response and progress reports of patients on a regular basis.
- Monitored all psychiatric/psychological clinical level of care services (detox, residential, PHP, IOP) provided and staff during treatment team meetings.
- Oversaw and documented treatment responses of patients in accordance with compliance standards.
- Ensure complete, accurate, and timely entries are made for each patient in which clinical contact is made.
- Performs Biopsychosocial assessments, evaluates the mental health status of newly admitted patients, and follow-up with them in a timely manner.
- Monitored standards of care in accordance with NCCHC/ACA and accepted psychiatric/psychological standards.
- Submit Concurrent Reviews to the Utilization Review Board to assess client progress and determine the level of care needs.
- Assists in the establishment of Quality Assurance standards and audit criteria.
- Serves as a member of various committees within the medical unit and facility as necessary.
- Develop and conduct in-service education programs to support staff based on patient clinical needs.
- Actively assists with the detection and prevention of patient suicide or self-harm.

Carr P. Collins Salvation Army- Veterans Program Dallas, TX
August 2014- December 2018
Veterans HCHV Clinical Case Manager Specialist II

- Maintain compliance in accordance with the Veteran Affairs (VA) and Commission on Accreditation of Rehabilitation Facilities (CARF) compliance requirements.
- Facilitate process groups for HCHV/GPD (Grant and Per Diem) veteran clients that focus on relapse prevention, PTSD, cognitive skills, coping skills, and cognitive self-change, with encouragement and support to readjust back into society.
- Created and facilitated weekly computer training classes to aid clients in skills for housing, employment, and benefits services.
- Provide direct treatment intervention for clients; assess behaviors and mental health stability.
- Work in close collaboration with the Veteran's assigned VA mental health team professionals, physicians, HUD VASH team, Social Workers, and Peer Specialists.
- Develop Individual Service Plans (ISP) to address current barriers and goals based on each Veteran's specific needs.
- Meet clients for individual sessions and individual service plan reviews, and ensure the Veteran is maintaining medication compliance.
- Make a higher level of care recommendations based on the Veteran's need and severity level.
- Help each veteran client work towards becoming interdependent and self-sufficient while learning healthy communication skills and reintegration tools.
- Network with community partners to provide assistance with employment, disability claims, financial assistance, housing, and vocational services.
- Meet for weekly staffing to discuss client housing goals, client behavior problems, discharges, or updated events.

Family Tree Counseling Plano, TX**October 2012- February 2017****Licensed Professional Counselor (Independent Contractor/Practicum Student)**

- Provide therapy for Veteran/Military individuals and family members who struggle with readjusting back into civilian life, identifying coping skills or tools to implement for life and social change.
- Provide therapy for individuals, adolescents, couples, family counseling and utilize guided theory based on the client's need.
- Provide assessments, diagnosing, and direct treatment interventions based on individual needs.
- Co-facilitated social skills groups with 12-25-year-old age range of high and lower-functioning Asperger/Autism Spectrum clients; taught skills to help them become more social within their daily environment and to recognize communicate emotions and feelings.
- Create and discuss the goals of treatment for court-mandated Adolescent and Adult clients along with monitoring progress, documenting and reporting kept or missed appointments to supervising officers.
- Update clinical notes after each session and monitor progress or regression to assess the effectiveness of therapy.

Nexus Recovery Dallas, TX**June 2014- July 2015****Adolescent Outpatient Counselor**

- Specialized working with Addiction, Adolescent/Adult Behavioral, Career, Mental Health, and Co-Occurring disorders.
- Provide assessments, diagnosing, and direct treatment interventions based on individual needs.
- Facilitate groups with adolescents and adults, teaching skills to help them identify triggers, change social environments, and improve verbal communication about emotions and feelings.
- Create and discuss the goals of treatment for Court mandated, CPS Adolescents and family. Worked with bilingual Spanish-speaking families of adolescents in recovery.
- Provided COPSD diagnosis and individual counseling for Adult Women Substance Abuse clients.
- Monitored weekly progress, documented treatment goals attained, and provided reporting summaries to CPS Workers and Probation officers.
- Meet clients for individual, and family counseling sessions to provide guided theory based on the client's needs.
- Provide home visits for adolescent outpatient clients and document progress in their recovery.
- Responsible for creating client session notes to monitor progress or regression and assess the effectiveness of therapy.
- Participated in weekly supervision and treatment team meetings to discuss client changes, particular client behavior problems, session terminations, or updated events.

RJR Insurance Svc, DBA Buffett S.H. Dallas, TX**January 2012 – October 2012****National Recruiter/Executive Recruiting Assistant**

- Recruited Sales Consultants and other employee candidates nationwide to fill internal company positions.
- Sourced candidates through CareerBuilder and multiple job boards, using batch resume searches, then contacted candidates individually or via group emails to make contact for an interview.
- Accountable for consistently making outbound phone calls to prospective employees and pre-screening candidates prior to scheduling an interview.
- Provide quality candidates for open positions and review resumes matching qualifications.
- Meet and exceed daily and weekly conversion benchmarks for interviews set, kept, and contracted.
- Created new marketing strategies to increase referrals and new prospects for hiring.
- Responsible for corporate and individual agent licenses, maintaining compliance regulations within multiple states.
- Provided the Department of Insurance for each state with credentials and materials of each licensed agent and company in order to maintain or acquire licensure.
- Ensure corporate office and “4” DBA companies meet state compliance regulations and maintain readiness for internal or external audits.
- Responsible for preparing weekly spreadsheet conversion reports of team performance and rankings.

CCI Training Center Dallas, TX
July 2010 – March 2011
Director of Admissions

- Accountable for my team's daily performance, meeting and exceeding company goals, lead distribution, outbound call volume, appointments, interviews, the interview process, enrollments, and starts.
- Consistent with making outbound phone calls, scheduling appointments, and interviewing students to provide support in exceeding monthly enrollment goals.
- Maintain compliance with accreditation regulations, provide training materials, and make recommended improvements as necessary.
 - Designed new hire training, daily activity reports, and accountability tools for admissions enrollment tracking.
- Increased Lead to start by 5% by Analyzing data; and creating internal competitions to increase team competitiveness and drive up conversion metrics.
- Responsible for creating new marketing strategies to increase referrals and new prospects.
- Maintain relationships with Financial Aid, Education, and Career Services to ensure departmental accord.
- Complete Admissions monthly evaluations; bi-annual or yearly reviews for Admissions and Admissions Support staff based on behavior and performance.

ATI Career Training Center Dallas, TX
November 2007 – April 2010
Director of Admissions/Assistant Director of Admissions/Admissions Representative

- Increased Lead to start by 10% by Analyzing data; creating internal competitions to increase team competitiveness and drive up conversion metrics.
- Decrease team cancel rates by 20% by having weekly accountability meetings with Representatives and scrubbing out enrollments not completed with the process or reassigning a new Representative to work with canceled students.
- Accountable for the daily operation of team performance through lead distribution, outbound call volume, appointments, interviews, interview process, enrollments, starts, and conversions.
- Spend 80% of my day coaching, teaching, training, and observing my Admission team, giving real-time feedback on the process to achieve admissions goals.
- Maintain compliance regulations with accrediting bodies, provide training materials, and make improvements when necessary.
- Responsible for recruiting new talent, interviewing, hiring, and terminating.
- Complete monthly admissions evaluations and bi-annual or yearly reviews of Admissions and Admissions Support staff based on behavior and performance.
- Establish and implement long and short-term goals for each Representative based on monthly/yearly start goals, team performance level, and individual skills.
- Maintain relationships with Financial Aid, Education, and Career Services to ensure departmental accord.
- Promoted to Assistant Director of Admissions based on high performance and leadership.
- Aided the Director of Admissions with assigning leads, coaching the team with day-to-day situations that arise, and completing nightly reports.
- Maintained my daily responsibilities as an Admission Representative, with additional management obligations attached.
- Ranked top 6% company-wide for monthly start goals despite additional job functions