

Ashley D. Stephens, Ph.D., LCSW-S  
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## EDUCATION

Doctorate in Philosophy, Industrial/Organizational Psychology, GCU, Phoenix, Arizona	April 2019-Dec 2023
Master of Social Work, East Tennessee State University, Johnson City, TN	August 2009- May 2011
Bachelor of Arts, Psychology, University of North Carolina at Chapel Hill, NC	August 2005- May 2009

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## RELEVANT EXPERIENCE

- Experience working with local, state, and federal government in numerous roles.
  - Two years of experience as a consultant in a consulting firm working on job analyses, utilizing assessments for psychological and personality metrics, goodness of fit and leadership assessments, training, teaching, and use of quantitative and qualitative methodologies to collect and analyze data.
  - Teaching courses and creating curriculum for numerous clients, organizations, and government entities.
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## EMPLOYMENT EXPERIENCE

Co-Owner, Vice President The Crane & The Bull, Corp	Dec 2022-Present
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- Hosted a summit for multidisciplinary audience discussing burnout, organizational work climate, and self-care. Full day event hosted, gathering together session leaders, managing technology, and all logistics for event.
- Graduated from the UTSA Small Business Development Center's Procurement Academy, where participants learned how to contract with local, state, and federal organizations.
- Provided best practices in cultural competence training to over 200 employees at Veterans Affairs in San Antonio, TX with topic: Cultural Competence and Social Work Ethics
  - Participant stated: "This is the best cultural competence training we've ever had."
- Contracted as a Basic Military Training Data Analyst for the United State Air Force on Lackland Air Force base.

Clinical Social Work Supervisor and Therapist Owner/Operator Apela Licensure Supervision & Counseling, PLLC	Jan 2022-Present
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- Offering Individual, Group and Family therapy utilizing telehealth technology.
  - Over 2024, 1089 appointments with a 99% show rate.
  - 100% of notes written on time and signed.
- Offering remote supervision for social workers looking to gain clinical licensure.
  - Supervised 24 individuals' workloads and clinical skills while ensuring ethical behavior
    - 5 of these individuals have successfully received their full licensure.
- Clinical decision making, operating as sole owner.
- Providing clinical assessment, coordination of care, and ensuring timely documentation is input.
- Speaking, presenting, training and curriculum development.
  - Conducted Time Management training for 50 employees of Bridges Homeward in Cambridge, MA in January 2024.
    - 95% of staff endorsed they would use the material presented to improve productivity and time management skills
  - Built a curriculum for a Social Work Career Mapping master's level course in March 2023.
- Hired six diverse 1099 employees
  - Complete control over recruiting, selection, and utilization of these staff

Consultant  
DRI Consulting, LLC

Dec 2021-Oct 2023

- Design, and deliver training materials for organizational clients in executive and manager level roles.
  - Trainings in Emotional Intelligence, Cultural Intelligence, Time Management, Leadership and Supervisory Skills, Communication
- Managed qualitative and quantitative data collection, interpretation, analysis, and reported results to variety of clients in academia, state and local government, and private sector, including survey design/development, item creation, operationalizing constructs.
- Coached executives, managers, and leaders in variety of roles.
- Interpreted psychological assessments, provided result reports, and used data to evaluate strengths, developmental opportunities, and career growth for hiring, selection, recruitment, and post-hires.
- Daily use of technical writing, proposal writing, internal and external stakeholder communication, and project management skills.
  - Won first bid written, \$60,000 bid for 360 feedback assessments, coaching, and employee experience survey building for managers and executive leadership in city government.
- Additional skills: SurveyMonkey, EchoSpan, PowerPoint, Excel, Teams, Zoom, Microsoft Office suite, Quantitative and Qualitative methodologies

Tele-Mental Health Therapist  
Doctor on Demand

June 2021-August 2022

- Offering Individual, Group and Family therapy utilizing telehealth technology.
- Working closely with interdisciplinary team, staffed by Psychologists, Psychiatrists, Nurses and Primary Care Providers.
- Ability to work independently, making clinical decisions.
- Providing clinical assessment, coordination of care, and ensuring timely documentation is input.

All remaining are roles within the Veterans Health Administration:  
**Veterans Health Administration**

**Sept 2011-May 2021**

Senior Social Worker  
Caregiver Support Program  
Audie L. Murphy Memorial Veterans Hospital  
South Texas VA Healthcare System  
7400 Merton Minter Blvd, San Antonio, TX 78229  
Supervisor: Ms. Debbie Martinez (210) 617-5300 x19341

May 2020-May 2021

- Working in federal healthcare systems as program coordinator
- Data analytics for clinical program, informing executive leadership on current status and trends
- Process improvement leader focusing on policy revision, innovation, and problem solving
- Training hospital staff on current program requirements
- Self-started, able to meet deadlines effectively and efficiently, multitask, and comfortable in a team environment.
- Implemented expansion of congressional program within the VA.
- Participated in hiring and selection of staff, training and overseeing staff's working duties.

Senior Social Worker  
Whole Health Program  
Audie L. Murphy Memorial Veterans Hospital  
South Texas VA Healthcare System  
7400 Merton Minter Blvd, San Antonio, TX 78229  
Supervisor: Dr. Elizabeth Halmai (210) 617-5300 x15640

April 2019-May 2020

- Previous experience running pilot projects and working in flagship programming, starting projects within the VA and seeing them through to completion.

- Worked with High Reliability Organization journey leadership to train staff on HRO and Just Culture, as well as taught courses at new employee orientation through Education Department.
- Taught courses in resilience, burnout, and personal development.
- Required training and development of 30-40 staff in suicide prevention, electronic medical health records, coding.
- Presented to executive leadership on current best practices, training other VA staff on how to implement program.
- Assisted in developing strategic plan.
- Evaluation and analyzing methodology required while creating new metrics for complementary and integrative healthcare program.
- Collaborated constantly with interdisciplinary team and ran interdisciplinary meetings to discuss and triage patient concerns and care.
- Care coordinated complex patients requiring higher level of care.
- Taught self-care courses to Veterans on subjects ranging from debt and financial management, to building healthy relationships.
- Chaired the Employee Whole Health program to ensure that staff wellbeing and wellness services are offered, for over 4,000 staff.

Senior Social Worker  
Mental Health Clinic  
Kerrville Medical Center  
3600 Memorial Boulevard, Kerrville, TX 78028  
Supervisor: Dana Tamasi (210) 949-3130

November 2018-April 2019

- Offered Individual, Group and Family therapy in the Mental Health Clinic at the Kerrville Medical Center
- Worked closely with interdisciplinary team, staffed by Psychologists, Psychiatrists, Nurse, Psychology Fellows and Interns
- Member of the Making Connections, Reaching Veterans planning committee
- Member of the Audie Murphy Mental Health Summit planning committee
- Treating provider for Veterans with any mental illnesses coming for care, providing evidence-based treatment for any condition
- Provided clinical assessment, coordination of care, and completed timely documentation

Polytrauma/Traumatic Brain Injury (TBI) Coordinator &

December 2014-November 2018

Transition & Care Management (TCM) Case Manager  
Charles George VA Medical Center  
1100 Tunnel Road, Asheville, NC 28805  
Full Time, .5 in each position, 40 hours per week, GS-0185-11. Last rate of pay: \$77,545 annually.  
Supervisor: Lawrence Sanders, (828) 298-7911 x5285  
As Polytrauma Coordinator:

- Main functions were developing and managing the program
- Increasing opportunities for access for Veterans
- In-reach to providers and hospital members
- External community outreach regularly, primarily with local higher education facilities.
- Awarded \$150,000 grant to form telerehabilitation site with San Antonio TBI clinic through Rural Health initiative, which required the hiring of staff, both Telehealth Clinical Technician and Physical Therapist with a specialty in vestibular rehabilitation
- Managed Fund Control Point for this grant, reporting to fiscal in Asheville and San Antonio regularly.
- Monitor quality of work for staff, managing and analyzing all data resulting from second-level evaluation interviews
- Coordinate training for Physicians, Nursing Staff, Social Work Service and other interdisciplinary team members, including interns on best practices and procedures
- Provided LCSW supervision to MSW students as well as new staff
- Updated Executive Leadership and Provision of Care Councils regularly

As TCM Case Manager:

- Coordinate care within the hospital
- Provide resources
- Complete outreach for community agencies
- Advocate for healthcare and mental health services for clients
- Extensive use of advocacy, organization, customer service and facilitating relationships with hospital staff

- Ensure the protection of the patient's health information, safety, and rights, including self-determination of Veterans
- Collaborate with Military Treatment Facilities, DoD, and other VAMC hospitals to implement programs that improve access to care
- Complied with Joint Commission, CARF, VA and medical center policies, and procedures.

Worked closely with Caregiver Support Team and covered from program anytime staff were out. Participated in Clinical Eligibility Assessment Teams, Appeals Teams, and stakeholders committee meetings regularly. Coordinated in this role as well with the Integrated Case Management national rollout. Co-chaired with Nursing Executive of the hospital to research ways in which the hospital was already conducting case management and worked with an interdisciplinary team to pull metrics and standardize case management. Hosted rapid performance improvement workshop (RPIW) to assess status and future goals of the hospital.

HUD-VASH Case Manager  
Charles George VA Medical Center  
1100 Tunnel Road, Asheville, NC 28805  
Supervisor: Allison Bond

September 2011-December 2014

- Provided case management services for a caseload of 40 Veterans on Housing and Urban Development/VA Supported Housing (HUD-VASH) Program
- Coordinated multiple aspects of Veteran's treatment at the VA and in the community
- Conducted outreach activities, including Homeless Stand Downs, coordinating with community Recreational Therapy programs, and building relationships with local community agencies for financial resources
- Conducted psychosocial assessments to determine the needs of Veterans and their families
- Provided individual, family and group counseling to Veterans, as well as education about community and VA resources
- Won grant to provide Veterans with Hepatitis C training, education, testing and support, managing Fund Control Point and all aspects of grant according to local medical center guidelines
- Traveled to local adjacent county and started HUD-VASH Program in that county after thorough needs assessment
- Served on committees to review practices and policies for Joint Commission, CARF, and other VA and medical center policies
- Multiple vulnerable patient populations worked with included female Veterans and their children involved in domestic violence situations, Veterans with diagnoses of cancer, HIV/AIDS, Hepatitis C, and other life-threatening injuries and illnesses, and OEF/OIF Combat Veterans and their families

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## REFERENCES

Available upon request