

**Crystal D. Carter MSW, LCSW**

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**Qualification Summary**

- A licensed clinical social worker, who has management, direct practice, and training skills in the field of human services for over 20 years. Demonstrated experience in therapy, case management; adult learning, and project management. Direct practice experience working with children, adults, and elderly in the areas of outpatient therapy which include individual, group, family, marital, and couples. Also experience with school based therapy and in a group home/transitional living setting. Have management experience in child welfare, welfare reform, and a grant funded mental health therapy program. Highly organized with excellent communication skills. A strong work ethic combined with a commitment to excellence in all projects undertaken.
- An Adjunct Undergraduate College Instructor for 8 years with experience in teaching, developing curriculum, creating assignments, and administrate grades to adult students at two community private colleges. College courses taught Social Psychology, Marriage and the Family, Introduction to Human Services, Developmental Psychology: Birth to Adolescence, and Critical Thinking.

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**Professional Experience**

*University of Wisconsin-Milwaukee, Helen Bader Social Welfare, Milwaukee, WI  
July 2017-to present*

**Clinical Assistant Professor/Social Work Field Liaison**

Instructional responsibility for integrated field seminars, student and field instructor orientations and trainings and contribution toward ongoing field program development. Development and maintenance of agency practicum sites; training of and linkage with Field Instructors; placement oversight of students in their field education practicum.

*Ascension Wisconsin/ Wheaton Franciscan Behavioral Health  
Nov 2010 to June 2017*

**Psychotherapist**

Provide individual, group, marital, couples, and family therapy for ages 12& up in an outpatient community clinic at two locations. Duties include assess, diagnose and treat children, adults, elderly, and families with mental health/emotional problems. Develop treatment plans on an initial and quarterly basis with appropriate measurable goal setting. Ability to assume responsibility to assist in building and maintaining defined productivity level for number of clients seen per week. Maintain positive working relationships with referral source and community organizations. Maintain case files including progress notes, initial & 90-day treatment files, suicide risk assessments, and other required paperwork/documentation. Complete insurance authorization paperwork throughout the course of treatment. Provides case consultation and case review with colleagues and psychiatrists. Provide PTSD groups to current patients and patients in the community. On-call for 24-hour crisis intervention on rotating quarterly bases. .Communication with client collateral contacts, i.e. school personnel, health care providers, and family members.

*Renew You: Weight Management Program, Elmbrook, WI*

**Behavioral Health Counselor and Facilitator**

- Provide behavioral health one on one counseling to individuals participating in the Renew You program to assist them in their weight loss.
- Facilitate monthly classes on topics related to behavioral health and weight loss.
- Consult with dieticians, physical therapists, and other professionals while participants are in the Renew You program
- Writing articles to be published on the Renew You website related to behavioral health and weight loss on rotating bases.

**Field Supervisor**

Supervised a graduate student in their clinical internship. Duties included train and evaluate student's clinical skills, documentation, and ability to diagnosis, provide feedback to student and field liaison,

*Children's Service Society of Wisconsin/Children's Hospital of Wisconsin Milwaukee, WI  
Jan 2008 to Nov 2010*

**Child & Family Therapist**

Provide individual, group and family therapy to children 5-17 years old and their families in outpatient setting. Assesses diagnoses and treats children, adults and families with mental health/emotional problems. Assesses treatment needs. Develops treatment plans on a quarterly basis with appropriate goal setting. Ability to assume responsibility to assist in building and maintaining defined productivity level for number of clients seen per week. Maintain positive working relationships with referral source and community organizations. Maintains case files including progress notes and other required paperwork/documentation, Completes insurance authorization paperwork throughout the course of treatment. Provides case consultation and case review with colleagues. Communication with client collateral contacts, i.e. school personnel, health care providers, and family members.

**Relative Foster & Adoption Supervisor**

Supervise 6 to 12 bachelor's and master's level social workers at a given time who conduct foster care license and adoption studies on potential relative foster parents for children who reside in out of home care through the Bureau of Milwaukee Child Welfare. Responsible for hiring, disciplinary actions, performance evaluations, and weekly supervision/consultation. Assist social workers in the areas of training, assessing, interviewing, and decision making. Responsible for program development, monthly reporting, and ensuring compliance with BMCW and HFS 56 state codes. Responsible for approving home studies, adoption paperwork, and support plans.

*St-Aemilian, Lakeside Milwaukee, WI  
Dec 2005 to January 2008*

**Program Coordinator**

Supervised 9 staff including licensing specialists, master's level child and family therapists, and resource specialist in the Treatment Foster Care Program; Responsibilities included hiring, employee evaluations, disciplinary actions, and weekly consultation; Also billing, reviewing monthly and quarterly reports, approving licensing home studies; Overseen recruiting and retention of foster parents. Attended monthly clinical consultation and leadership meetings.

**Child & Family Therapist**

Provided school based services to children K4-4<sup>th</sup> grade at two charter schools in Milwaukee County; provided individual, family, and group therapy to children and families; wrote treatment plans with measurable goals, progress notes, and assessments; participated in clinical consultation; usage of the DSM-IV; made referrals for psychological evaluation if needed; provided advocacy and made external referrals; provided teacher consultation and developed classroom behavior interventions. Facilitated children grief groups in school.

**Program Development**

- Networked and partnership with community programs for the purpose of program development; monitor, collect, compile, and report program outcomes; Researched grant funding opportunities; created and maintained databases on EXEL; Presented the FACIT program at school meetings; participated in school faculty consultations at local school districts; and responsible for implementing the FACIT Program-Milwaukee budget \$100,000.00. Presented at the Wisconsin Charter Schools Association Conference.

**Supervisor**

- Responsible for supervising/mentoring bachelor level college students for an internship program. Responsibilities included creating goals; providing feedback and support; weekly consultation; created work schedules; and orientated and trained St-Aemilian and the FACIT-Milwaukee policy and procedures.

*Children's Service Society of Wisconsin/Children's Hospital of Wisconsin West Allis, WI  
March 2005 to December 2005*

**Treatment Foster Care Worker**

Provided therapeutic services to children living in foster care who had special needs including mental health/ medically needy. Wrote treatment and discharge plans, safety plans, and monthly reports. Conducted weekly home visits, collaborate with other professionals such as on-going workers, therapists, psychiatrists, and school personnel. Provided crisis intervention to foster parents as required.

*Opportunities Industrialization Council of Greater Milwaukee, Milwaukee, WI  
January 2004 to February 2005*

**Staff Training and Development Specialist**

Facilitated a six-week New Worker Training curriculum from the Department of Workforce and Development to internal staff; responsible for facilitating and coordinating internal training to employment, case management, and customer service staff; facilitated staff meetings; developed quizzes, oral and written test; prepared training curriculum, desk aids, needs assessments surveys, and policies and procedures for all departments within the W-2 program; developed training databases and training reports.

**Management role**

- Responsible for administrating disciplinary actions to staff when appropriate;
- Assisted supervisors and managers with decision-making regarding staff such as hiring and termination;
- Provided supervision to new staff during new worker training;
- Assisted staff and supervisors, with case consultation and technical support.

*YWCA of Greater Milwaukee, Milwaukee, WI  
August 2000 to December 2003*

**Training Specialist/Agency Training Liaison:**

Responsible for facilitating internal training to employment, case management, and customer service staff; Trained internal staff on W-2, Food Stamp Employment and Training Program, and the CARES (Client Assistance for Re-employment and Economic Support) system; wrote training modules; developed oral and written test; registered staff for trainings; monitored staff participation in local and state trainings; assist in writing contract proposal (RFP).

**Quality Assurance:** Monitored all departments to ensure that contract performance standards were met by the agency; audited case files; lead several projects to ensure contract compliance.

**Back up supervisor:** Supervised case management staff as needed; provided case consultation with case managers; provided crisis intervention.

**Part-time Employment**

*Upper Iowa University, Milwaukee, WI*

2009 to present

**Adjunct Instructor:**

- Teach Sociology and Psychology curriculum to undergraduate students in a college setting for the following courses Marriage & The Family; Introduction to Human Services; and Social Psychology
- Prepare and create class materials and lesson plans
- Use D2L computer system

Bryant and Stratton, Milwaukee, WI

2006 to 2008

**Career Core Instructor:**

- Taught the Critical Thinking curriculum to adult students seeking an associate and undergraduate degree in a college setting
- Prepared and created class materials and lesson plan
- Administrated letter grades every four week, midterm, and final term
- Provided one-on-one assistance to students.

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## Education

***Bachelor's of Arts-Psychology***

1993

University of Wisconsin-Whitewater

***Master's Degree***

2004

School of Social Work

University of Wisconsin-Milwaukee

***Licenses***

Certified Licensed Clinical Social Worker

***Committees/Boards***

Upper Iowa University Advisory Committee;

Board of Directors for King's Academy

School

***Nominations***

Teacher Award 2015 and 2016