

Teresa Works, LCSW, ACSW

Ph.D. Candidate Social Work

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Work Experience

10/19/2012- present

University of Connecticut Health Center/ John Dempsey Hospital

Clinical Social Worker / New England Sickle Cell Institute (NESCI)

- Led UCONN pilot project of Social Determinants of Health in collaboration with CHA. Collected surveys, followed up with patients, data entry.
- Worked collaboratively within a multi-disciplinary team to provide integrated behavioral health and medical services to an inpatient and outpatient culturally diverse patient population with sickle cell disease and secondary complications.
- Worked on quality improvement measures including improved pain management, reduced inpatient bed days (LOS) and reduced (30) day re-admissions as well as decreased Emergency Department utilization.
- Actively participated in monthly transition clinics in collaboration with CCMC to ensure young adult transition to adult care with a 99 % success rate.
- Social Determinants of Health Pilot project for UCONN Health with CT Hospital Association
- Actively participated in budgetary and productivity goals for the department
- Discharge planning functions as needed in collaboration with case management department.
- Provided behavioral health interventions as needed
- Assessment of patients to ensure their basic needs were met (housing, entitlements, education, transportation, etc.)
- Didactic supervision of MSW interns.
- Developed Lunch and Learn series for patients providing regular presentations on a variety of topics.
- Trained and provided groups on the Live Well Model of Chronic Disease Management developed by Stanford University
- Provided on call services as needed in rotation with the social work department.
- Maintained clinical documentation regarding patient services and statistics.

Fall 2018 & 2019

University of Connecticut / School of Social Work

Adjunct Faculty (GA- Graduate Assistant)

• IGFP 5302: Advanced Practice with Individuals, Groups and Families: Theoretical Approaches

Taught masters level class using traditional face to face as well as online teaching methods. IGFP 5302 is an overview of theoretical approaches to working with individuals, groups and families. The course aims to help students to think critically about the use of theory in practice, evidence-based practice, and ways of learning and knowing, including use of supervision. Students learn psychodynamic, attachment, cognitive, behavioral, narrative, and family theories, as they apply to one or more modalities, as well as solution-focused approaches and motivational interviewing. The course also addresses the stages of group development and other content related to social work practice with groups.

Spring 2018, 2019, 2020, 2021

University of Connecticut / School of Social Work

Adjunct Faculty (GA- Graduate Assistant)

- **BASC 5317 Women, Children, and Families: Policies and Programs**

Taught a human rights-based, feminist approaches to policies and programs and examine the effects of gender, racism, class, ethnicity, and sexual orientation on policy formation, implementation and social change. Examined impact of policies and programs for women and children, in particular those dealing with income supports, domestic violence, foster care and adoption, and child maltreatment. In the course, we pay particular attention to how social problems such as poverty, family violence, and parenting are conceptualized as women's, children's, or family issues. Taught hybrid masters level class using traditional face to face as well as online teaching methods. Taught class 100% virtually during pandemic.

Fall 2016

University of Connecticut / School of Social Work

Adjunct Faculty

- **BASC 5361 Human Behavior in the Social Environment**

Examination of individual, family and small group from a biopsychosocial perspective. One of two required human behavior classes. Taught hybrid masters level class of 24 using traditional face to face as well as online teaching methods.

10/2001- present

Private Practice, 45 Russell Street, New Britain, CT

Clinical Social Work Clinician Sole Proprietor (part-time)

- Manage all aspects of a thriving private practice serving a diverse patient population.
- Provided psychiatric and substance abuse assessment, intervention and treatment to patients with a variety of presenting problems including mental health and / or alcohol or substance abuse, environmental, familial, medical, financial, legal and social stressors.
- Performed individual, family and couples therapy for adults, adolescents and children.
- Critical Incident Stress Management Interventions
- Credentialed on multiple insurance panels including Medicare, Medicaid, Aetna, Cigna, Anthem, UBH, and Beacon etc.
- Responsible for record keeping, treatment planning, billing and all facets of managed care contracting and maintaining quality standards.

5/2008- present

Twig & Cracker, LLC. 45 Russell Street, New Britain, CT

Property Management

- Managing partner of a successful property rental company that assists an expanding number of clinicians to develop private practices.

07/2011–08/2012

Community Mental Health Affiliates (CMHA)

Vice President of Adult Outpatient and Residential Services

- Responsible for the operations of multiple adult outpatient and residential programs serving DMHAS target population adults including the forensic service division.

- Development of SAMSHA primary healthcare integration grant to coordinate primary healthcare and psychiatric care for adult outpatient clients in collaboration with the Hospital of Central Connecticut (Grant awarded October 2010).
- Clinical and administrative oversight of over 100 professional and paraprofessional staff across programs. Participated in Multidisciplinary team pursuing child abuse prosecution.
- Responsible for JCAHO accreditation, DPH licensing requirements, compliance with all SAMHSA and DMHAS grant requirements.
- Produced in collaboration with CCFSA, Telly award winning video on parental collaboration during divorce.
- Provided clinical supervision in use of, CBT, Motivational Enhancement and Integrated Dual Diagnosis training, Trauma informed, gender specific treatment, START NOW.
- Provided staff training on documentation of medical necessity in clinical assessments, progress notes and treatment planning process, while maintaining concepts of person-centered planning and recovery.
- Facilitated the development, rollout and implementation of EHR and ongoing evaluation and quality improvement to meet state and federal compliance standards.
- Supervision of MSW interns

8/1/2005-07/2011

Community Mental Health Affiliates (CMHA)

Vice President of Adult Outpatient Services, Interim Vice President Child and Family Services

New Britain & Bristol Adult Outpatient, Forensic Services Division, New Britain and Bristol, CMHA's Children and Family Services Division in New Britain & Waterbury, CMHA's Northwest Family Services (Terryville, Hamden, Guilford, Meriden and New Britain Lakeville, Torrington, Winsted and New Milford), THOCC Counseling Center programs (see below) and (THOCC) Older Adult Program.

- Facilitated agency merger with Northwest Family Services and Family Services of Central Connecticut including all areas including forms, training, policy and procedure etc.
- Responsible for all phases of administration, and management of programs including budget, HR, clinical and direct clinical supervision, development and revision of forms, policies and procedures, and all regulatory compliance issues.
- Liaison with THOCC Inpatient psychiatric unit (W-1) to coordinate system resources around acute patients.
- Ended role with THOCC outpatient programs 5/30/08. Ended role with Northwest Family services 5/08 after successful JCAHO evaluation.

8/9/2001- 8/1/2005

Hospital of Central Connecticut (THOCC) (NBGH and Southington)

Counseling Center, Day Treatment II, Polish Substance Abuse Program, VOCA program & Bradley Behavioral Health-Outpatient & Bradley Crisis Services.

Clinical Director

- Managed operations for multiple sites to ensure quality psychiatric and substance abuse treatment meeting DMHAS, JCAHO, DPH, Medicare/ Medicaid and State of Connecticut and federal standards.
- Responsible for clinical supervision of over twenty licensed clinicians in multiple treatment settings including outpatient mental health and substance abuse, intensive outpatient, partial hospital, consultation liaison inpatient, outpatient medical settings and crisis services.

- Supervised grant programs to ensure adherence to grant requirements, responsible for grant reporting, developed brochures, flyers and marketing strategies for DMHAS, VOCA and PSA grants.
- Participated on Sexual Assault Response Team (SART), a community collaboration of judicial, law enforcement, social service, medical and mental health agencies to develop procedures and protocols for providing services to victims of sexual assault.
- Provided training to clinical staff and YWCA SACS team in areas such as Modified Global Assessment of Functioning and Working with Victims of Trauma.
- Encouraged staff training/ staff development in areas such as DBT, Anger Management, Grief/ Bereavement and facilitated support groups being developed to meet community needs.
- Participated in hospital quality improvement committee to resolve financial, clinical and operations issues and to improve quality of patient care and accessibility of services.
- Development, revision and implementation of policies and procedures, behavioral health forms and charting standards.

8/1999-9/2001

Hospital of Central Connecticut THOCC (NBGH campus)
Counseling Center, 50 Griswold Street, New Britain CT

Clinical Social Work Clinician (full-time)

- Provided psychiatric assessment and treatment to patients with chronic mental illness and / or alcohol or substance abuse problems as well as multiple environmental, familial, legal and social stressors.
- Performed individual, group and individual w/ family therapy as well as couples counseling.
- Responsible for all aspects of clinical documentation including progress notes, treatment plans, treatment plan updates.
- Assisted patients in completion of re-determination forms to maintain entitlements including Medicaid, SAGA and SS/Medicare benefits and private disability insurance.
- Participated in team, quality assurance, and in community aftercare planning meetings to facilitate quality patient care and efficient service delivery.
- Liaison with community agencies including DCF, Probation, VNA and probate court to optimize patient care.

1991–8/99 Full time, 8/99-5/00 Fee for Service

St. Francis Hospital and Medical Center, 114 Woodland Street, Hartford, CT

Emergency Department Crisis Clinician

- Provided crisis assessment, intervention and disposition for a culturally diverse, urban population. Presenting problems included chronic and acute psychiatric illness, alcohol and substance abuse, sexual assault, domestic violence, child abuse and neglect, homelessness and adjustment to illness / aging.
- Responsible for precertification of admissions/ verification of benefits.
- Participated on hospital Child Protection Team, Domestic Violence Task Force and Lives at Risk (Violence prevention seminars aimed at school age youths).
- Developed hospital Critical Incident Stress Debriefing team as well as policies and protocols.
- Developed and presented Child Abuse and Neglect Curriculum (in conjunction with Dr. Crabbe) to be used at mandatory hospital wide Child Welfare training.
- Supervised medical students, EMT's and Paramedics on psychiatric rotation in the Emergency Department.
- Presented Trainings including "Management of Behavioral and Psychiatric Emergencies", "Management and Identification of Potentially Violent Patients" and "Stress Management in EMS".

- Documented statistics on all patients seen and monitored Quality Assurance.

9/1990-5/1991

St. Francis Hospital, 114 Woodland Street, Hartford, CT

Emergency Department Crisis Internship

- Worked as above, 20 hours weekly under the supervision of an LCSW. Developed and implemented a five-month study of alcohol dependent persons and their use of the Emergency Department.

1996-9/2001

Catholic Family Services, 90 Franklin Square, New Britain, CT

Clinical Social Work Clinician (Part-time)

- Provide individual, marital and family therapy in an outpatient family service agency. Clients present with a range of psychiatric social and legal problems including mental health, alcohol and substance abuse, DCF involvement, probation/parole, health, aging, parenting and life development.
- Responsible for precertification/ notification of insurance companies and working with managed care companies, clinical documentation per state and agency requirements.

1985-1993

Immanuel Group Residence, 360 Farmington Avenue, Hartford. CT

Residential Manager (Full-time)

- Managed a twelve-person residential facility for developmentally disabled adults. Secondary disabilities included psychiatric disorders, blindness, hearing impaired, Alzheimer's, epilepsy, cerebral palsy.
- Responsible for hiring, supervision and evaluation of residential staff, consultants and contractors.
- Responsible for overall management and operations, accountable to Executive director and Board of Directors.
- Performed case management, individual and group counseling.
- Awarded 1991 Outstanding Residential Manager

1984-1985

Assistant Manager (Full time)

As above, under supervision of Residential Manager

1991-1993

Hartford Primary Care Consortium, 30 Arbor Street, Hartford CT

Ryan White Program Coordinator (Part time)

- Organized service delivery of case management, medical and transportation services for HIV+ uninsured or under-insured individuals in the Greater Hartford Area under Ryan White Grant Fund.
- Developed computerized tracking of demographic information and compiled statistics for quarterly grant reports to the DOHS.
- Collaborated efforts with area hospitals and most of the HIV/AIDS service providers in the Greater Hartford Area to oversee the administration of the first federal grant money into Hartford for HIV/AIDS.
- Developed/ implemented policies and procedures for administration of funds/ services.

Publications

- "Violence Exposure and Chronic Pain in Adults with Sickle Cell Disease". The Journal of Interpersonal Violence (2016).

- “Integrating Social Worker into Adult Sickle Cell Clinic Identifies Traumatic Exposure History as a Risk Factor for Chronic Pain” by authors Teresa Works, Sasia Jones, James Grady, and Biree Andemariam. Health and Social Work, a journal of NASW. January 2016.

Licenses and Affiliations

- LCSW-Licensed Clinical Social Worker – State of Connecticut #003023
- ACSW- Academy of Certified Social Workers
- NASW

Presentations

- “CCMC-UCONN Transition Clinic 2007-2022: Fifteen Years of Transition Success” Co-presented with Dr. Donna Boruchov, New England Sickle Cell Consortium, 13th Annual Conference. (October 13th, 2022).
- “Pain Management and the Use of Toxicology Screenings at the New England Sickle Cell Institute” Co-presented with Genice T. Nelson, DNP, APRN, ANP-BC. SCDA 47th Annual Conference, Baltimore, MD (October 10, 2019)
- “Why Adult Provider Readiness is more important than patient readiness during transition” Poster presentation. SCDA 47th Annual Conference, Baltimore, MD (October 10 & 11, 2019)
- “Improving Provider Readiness for Young Adult transitions: The eight behavioral changes providers can make to improve Transitions Outcomes”. SCDA 46th Annual Conference, Baltimore, MD (October 13, 2018)
- “The Importance of Social Work in Complex Sickle Cell Disease Care: A Model for Clinical Intervention”. SCDA 46th Annual Conference, Baltimore, MD (October 12, 2018)
- “Depression and Mental Health Assessment in Sickle Cell Disease patients” SCDA 45th Conference, Atlanta, Georgia (October 26, 2017) (Invited Speaker)
- “Clinical and Fiscal Quality Improvement Measures in Complex Sickle Cell Disease Management” SCDA 45th Conference, Atlanta, Georgia (October 28, 2017).
- “Evaluation of Behavioral Health and Co-Morbid Complexities of High Utilizing Sickle Cell patients”. SCDA 45th Conference, Atlanta, Georgia (October 27, 2017)
- “All Eyes on Me...” The Experience of Female Officers in the Military. CSWE conference, Dallas, Texas (October 20, 2017)
- “What is Sickle Cell Disease?” NESCI Panel Discussion 11/10/16 at Wesleyan College sponsored by the Office of Equity and Inclusion and the African Student Association.
- The Use of Creative and Multidisciplinary Interventions to Improve Quality of Care and Reduce Length of Stay for Patients with Sickle Cell Disease @ Sickle Cell Disease Association of America’s (SCDA) 44th National Convention in Baltimore, Maryland (October 1, 2016).
- Using Multidisciplinary Interventions and Predictive Modeling for Clinically Challenged and Medicaid Populations”. Presented as part of an expert panel at the 8th Annual Care Coordination Summit in Baltimore Maryland, May 10, 2016.
- Multidisciplinary Panel: Presented at Schwartz rounds November 9th, 2015 “When Faith and Science Collide in the ICU” (Intensive Care Unit): UCONN Health

- Multidisciplinary Panel: “Sickle Cell Disease and Reproduction from Genetics to Delivery” (May 14, 2015) UCONN Health
- “Increased Risk of Trauma History in Adults with Sickle Cell Disease and Chronic Pain” as an oral presentation at Sickle Cell Disease Association of America’s National Convention (SCDAA) in Baltimore, Maryland (September 27th, 2013).

Abstract Reviewer/ Editor

- SCDAA National Conferences 2017, 2018 & 2019

Scholarships and Awards

- “Good Catch” award UCONN Health 2022
- “Paws” Award UCONN Health 2022
- Rollin Williams/YC Wu Dissertation Writing Fellowship recipient 2018-2019
- Dissertation Research Fellowship 2017-2018
- Research Facilitation Fund recipient 2016-2017
- Travel Award Scholarship 2016
- Mrs. Vicki M. and Mr. Michael C. Konover Scholarship 2014 & 2015
- 1st Annual Touchstone Award for Scholarship (UCONN Health 11/2013)
- “Oscar Award” from Connecticut Council of Family Service Agencies for direction and production of Telly Award Winning Video of putting needs of children first during divorce.

Education

9/2014- present

University of Connecticut, School of Social Work, West Hartford, CT

- Ph.D. Program- Social Work Research – Doctoral Candidate

Spring 1999

- St. Joseph College, West Hartford, CT
- Psychology of Special Education – 3 credits

1989 -1991

University of Connecticut, School of Social Work, West Hartford, CT

- Master of Social Work (MSW)
- Major- Casework Minor- Administration

1988-1989

University of Connecticut, School of Social Work, West Hartford, CT

Certificate Program in Substance Abuse

- 120 hours toward CADAC Alcohol and Drug Certification

1980-1983

Wheaton College, Norton, MA

Bachelor of Arts Degree (BA) Cum Laude

- Majors: Psychology and Sociology
- Minor: Drama

References Available Upon Request