

Viviana McGovern, MA, AMFT 119971 & APCC 8920
Bilingual – Spanish

Education

2020	Master of Art , Marriage and Family Therapy Hope International University Kappa Rho Honors Society	Fullerton, CA
2013	Bachelor of Arts , Psychology <i>Minor: Sociology</i> <i>Minor: Biblical Studies</i> Biola University	La Mirada, CA

Certifications

- EMDR Therapist
 - Advanced Reiki Level III Practitioner
 - Trauma Focused Cognitive Behavioral Therapy – TFCBT Basic
 - Prepare and Enrich Facilitator
 - Seeking Safety Trainer
 - Motivational Interviewing
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Research Experience

2013	Experimental Research Assistant R. Jason Brunt (Assistant Professor of Psychology) ○ Investigate and identify the various issues within early language development in infancy and children ○ Analysis of data through statistical testing	La Mirada, CA
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Clinical Experience

Nov 2021 - Present	Casa Capri Recovery, LLC Clinical Therapist, AMFT & APCC Provide therapeutic services to chemically abusing and dependent individuals. Collaborate with behavioral health team members in diagnosis and individual service plan by applying specialized knowledge of human development, behaviors, social, economic, and cultural systems in directly assisting individuals, families, and groups to improve or restore their capacity for social functioning including counseling and the use of psychosocial interventions and social psychotherapy. Conduct individual therapy (children and adolescents), family therapy and group therapy in regards to psychological or emotional problems. Work primarily with populations of Substance-Related and Addictive Disorders, Co-Occurring Disorders, Trauma and Stress Related Disorders, Anxiety Disorders, Depressive Disorders, and Feeding and Eating Disorders.	Newport Beach, CA
Jun 2021 - Oct 2021	Sober Living By The Sea - Sunrise Recovery Ranch Therapist III, AMFT & APCC Apply psychotherapeutic techniques and interventions in the delivery of services to individuals and families for the purpose of treating diagnosed emotional and behaviors disorders. Conduct psychosocial assessments and develop initial discharge plans. Conduct individual, group and family sessions as appropriate for the treatment plan of the patient. Provide initial treatment planning for patient based on assessment and coordinate any additional services needed. Perform case management, discharge and after care planning as needed. Maintain documentation of therapy services provided to each patient according to facility and professional standards. Work primarily with populations of Substance-Related and Addictive Disorders, Co-Occurring Disorders, Trauma and Stress Related Disorders, Anxiety Disorders, and Depressive Disorders.	Riverside, CA
Jan 2021 - May 2021	Pathways, College Community Services, CalWORKS – North Pre-Licensed Therapist, AMFT & APCC Provide individual (adult and children), group and family therapy. Provide crisis intervention consultation and other activities directly related to the intervention process. Provide occupational, education, and other information to enable individual to formulate realistic educational and vocational plans. Participate in interdisciplinary treatment planning, program development and staff-in services. Conduct counseling or therapeutic interviews to assist individuals to gain insight into personal problems, define goals, and plan action reflecting interest, abilities, and needs. Evaluate data to identify causes of problem of individuals and to determine advisability of counseling or may refer to other specialist or institutions. Follow up on results of counseling to determine reliability and validity of treatment used.	Anaheim, CA

Provide referrals, consultation/education to community services, agencies, and county departments. Work primarily with populations of Trauma and Stress Related Disorders, Anxiety Disorders, Depressive Disorders and Substance-Related and Addictive Disorders.

May 2019 – Jan 2021 **Crittenton Services for Children and Families** **Fullerton, CA**

April 2020 - Jan 2021 **STRTP - Short-Term Residential Treatment Program**
Pre-Licensed Therapist, AMFT & APCC

Assess and counsel individuals (adolescents), their families and groups regarding psychological or emotional problems. Develop and implement therapeutic treatment plans, in various settings, in accordance with the client's needs, applicable contracts, laws and standards of practice. Assess, implement, and coordinate client's care plan, conducting outreach and engagement with team members and outside agencies, as needed. Complete all required documentation of services and visits accurately and within established timeframes. Complete and maintain Psychosocial Assessment, Client Treatment Plan and Treatment Goals throughout treatment. Facilitate crisis management and interventions. Audit client files, write monthly client reports and meet with treatment team to discuss Client's progress for continuity of care. Offer appropriate referrals and provide after care services for discharged clients. Work primarily with populations of Trauma and Stress Related Disorders, Anxiety Disorders, Depressive Disorders, Substance-Related and Addictive Disorders, and Disruptive-Control, Conduct Disorders, and Co-Occurring Disorders.

May 2019 – May 2020 **UCP – Unaccompanied Children Program**
Graduate Practicum Therapist Trainee, MFTT, PCCT

Conduct individual therapy (children and adolescents), family therapy and group therapy in regards to psychological or emotional problems. Assist in implementing clinical and program services to meet treatment goals. Assist in coordinating and providing services to clients onsite and on campus. Provide clinical assistance to program staff and assist in appropriate treatment interventions. Maintain client files and assist in centralized charting system. Assist in writing monthly client reports. Develop and maintain assessments, treatment plans, and goal sheets. Assist in crisis intervention. Provide feedback in regards to client's psychological and/or psychiatric evaluations and services. Offer appropriate referrals for services upon discharge. Work primarily with populations of Trauma and Stress Related Disorders, Anxiety Disorders, and Depressive Disorders.

Work Experience

Sept 2013 – April 2020 **Gateway One Lending and Finance** **Anaheim, CA**

Nov 2015 – Apr 2020 **Executive Administrative Assistant**

Perform advanced administrative, project, financial, data analysis, and organizational duties to the Chief Operating Officer, their managerial staff and their organization which comprised of over nine hundred employees in four locations across the United States.

Oct 2014 – Nov 2015 **Loan Servicing Supervisor**

Responsible for supervising a group of associates dedicated to a blend environment via a predictive dialer and ensure departmental goals are achieved on a monthly basis. Responsible for maintaining loan servicing policies and procedures including meeting operational standards, maintaining service levels, improving quality service, maintaining professional and technical knowledge and accomplishing organizational goals. Facilitate employee training and maintain training material. Conduct new hire interviews and assist in the hiring, onboarding, and training of new employees.

Jan 2014 – Oct 2014 **Dialer Department Team Lead**

Responsible for training new hire customer services employees to perform at or above the level expected by management. Serve as first point of contact for employees by answering questions, providing assistance, and training. Maintain training and reference material for department. Assist supervisors and management as well as assume supervisory duties as needed.

Sept 2013 – Jan 2014 **Dialer/Customer Service Agent**

Perform all activities related to collecting amounts due on auto loans up to 20 days past due. Handle approximately 180 calls daily (outbound and inbound) to borrowers. Accurately and professionally document systems with details of current contacts and subsequent results. Played key role in a special project team conducting customer interviews, skip-tracing, notation of accounts, and familiarity with originations on auto loans.

Sept 2009 – Aug 2012 **AT Homes** **Buena Park, CA**

Rental Manager

Responsible for collecting monthly rent, handling client complaints, and report and order work maintenance on properties. Show properties to prospective tenants, create rental receipts, prepare properties for tenants. Train and monitor new employees on tasks and duties required for position.

Technical Training

- Proficient in Tableau, Microsoft Word, Excel PowerPoint, Outlook, and Visio. 66 WPM
- First Aid/CPR Certified: Current
- Proficient in EXYM & AVATAR, CSE-IT Tool, CSSRS, ACES & Well-being Assessment, Child/Adolescent/Parent Substance Use Co-Occurring Assessment, CANS Assessment, TCI Trained
- Telehealth Experience

Professional Memberships

- OCCAMFT Orange County California Association for Marriage and Family Therapists, Committee Member
 - June 2021- May 2023 Annual Conference and Continuing Education Committee
 - June 2021- May 2022 Elections Committee
- CAMFT- California Association of Marriage and Family Therapists
- AAMFT – American Association of Marriage and Family Therapists
- OCCAMFT – Orange County California Association of Marriage and Family Therapists
- CALPCC – California Association for Licensed Professional Clinical Counselors
- Parent Teacher Association
 - June 2021-June 2022 - Executive Board Member – Recorder