

## VITAE

### *JULIANN SMITH, Ph.D., LPC, NCC*

*157 Santana Estates Road  
Fincastle, VA 24090  
(540) 798-8082  
E-Mail: [jusmith7@vt.edu](mailto:jusmith7@vt.edu)*

---

#### **EDUCATION:**

**Ph.D., Counselor Education**, Department of Counselor Education, Virginia Polytechnic Institute and State University, Blacksburg, VA (May 2004)

**M.S., Counseling and Human Development**, Radford University, Radford, VA (August 1996)  
Concentration: Community Agency Counseling

- *Counselor Education Faculty Certificate of Excellence as the Program's Outstanding Student*

**B.S., Human Services Counseling**, Old Dominion University, Norfolk, VA (May 1989)

Minors: *Psychology and Criminal Justice*

Commonwealth of Virginia, Department of Health, Reston, -- VA (June 1993) endorsed by the *Virginia Critical Incident Stress Debriefing Team Coordinating Committee*

- **Critical Incident Stress Debriefing Team Training Certificate (CISD)**

*Financed 100% of college education*

#### **PROFESSIONAL EXPERIENCE:**

**Senior Case Manager**, Virginia Premier Health Plan, Inc., Roanoke, VA (June 2002 – Present)

Brief Description of Duties:

- Oversee the daily operations of the Medical Management Department
- Manage the procedures and workflow of the medical and behavioral health case managers
- Serve on several administrative committees and boards
- Resolve provider and member conflicts, concerns, and issues
- Schedule and lead clinical case manager meetings, inservices, and staff meetings
- Orient and train all new medical management employees (Case Managers, Referral Coordinators, Outreach, etc.)

**Behavioral Health Case Manager**, Virginia Premier Health Plan, Inc. Roanoke, VA (November 2001 – Present)

Brief Description of Duties:

- Utilization review of inpatient and outpatient mental health treatment
- Case manage members with mental illness and/or behavioral health issues
- Coordinate inpatient and outpatient behavioral health services
- Function as an advocate and liaison for Virginia Premier members with a mental illness and/or behavioral health concerns

PROFESSIONAL EXPERIENCE (continued):

**Assessment Specialist**, Columbia Lewis-Gale Hospital, Roanoke, VA (December 1997 – November 2001)

Brief Description of Duties:

- Critical Incidence Stress Debriefing
- Face-to-face clinical assessments of clients in crisis at various locations
- Refer, admit, answer crisis calls & initiate ECOs/TDOs
- Multidisciplinary team collaboration for patient care

**Research Assistant**, Educational Leadership and Policy Studies, College of Human Resources and Education, Virginia Polytechnic Institute and State University, Blacksburg, VA (June 2000 – August 2000)

Brief Description of Duties:

- Researching barriers and concerns of minorities, especially women, in technology, math and science college majors of study
- Assisting in writing a grant to the NSF using the above research
- Conducting pilot studies
- Conducting focus groups
- Designing an instrument for surveying this population in these majors
- Inputting data into SPSS program

**Research Assistant**, Women's Leadership Initiative, College of Human Resources and Education, Virginia Polytechnic Institute and State University, Blacksburg, VA (August 1999 – May 2000)

Brief Description of Duties:

- Program Evaluations
- Researched women's issues, leadership, empowerment and other topics
- Conducted focus groups
- Conducted needs assessments
- Inputted data into SPSS program
- Performed SPSS analysis on collected data

**Teaching Assistant**, Department of Counselor Education, Virginia Polytechnic Institute and State University, Blacksburg, VA (August 1997 - May 1999)

Brief Description of Duties:

- Co-taught **Internship** and **Practicum** courses to Counselor Education Master's students with Dr. Hildy Getz
- Assisted in developing and writing course syllabi
- Planned, prepared, and implemented course content and objectives
- Supervised Counselor Education practicum and internship students
- Lectured on various internship and practicum topics
- Facilitated class discussions and personal growth groups
- Evaluated student's progress of written and oral counseling skills and knowledge
- Consulted with supervisors at intern and practicum sites regarding student's progress and Virginia Tech Counselor Education Program's expectations

## PROFESSIONAL EXPERIENCE (continued):

### Teaching Assistant (continued)

- Interacted with students via e-mail concerning their internship/practicum, answering questions, providing information and clarification, reading students' daily journals and progress/case and process notes

**Doctoral Graduate Assistant**, Department of Counselor Education, Virginia Polytechnic Institute and State University, Blacksburg, VA (August 1997 - May 1999)

#### Brief Description of Duties:

- Assisted in the preparation and writing of the Counselor Education **CACREP** self-study and revised Advising and Internship Manuals
- Revised old and developed new course descriptions for the Counselor Education Program and submitted them to the curriculum committee for review and approval
- Participated in **NCATE** review and recertification process
- Developed and planned the interviews and orientation for applicants to our Counselor Education Master's program
- Participated in the Counselor Education Program Area meetings
- Assisted in recruiting clients and sites for our practicum and intern students
- Supervised practicum and internship students
- Interacted with students via e-mail, answering questions, providing clarification, reading students' daily journals, progress/case and process notes
- Assisted faculty and fellow doctoral students with computer problems
- Operated video conferencing equipment (VTEL) for distance learning, during classes and for program area meetings

**Program Support Technician**, Virginia VIEW, Virginia Polytechnic Institute and State University, Blacksburg, VA (May - August 1998)

#### Brief Description of Duties:

- Researched information for the Virginia VIEW Interactive website and Cross Roads publication
- Edited the Virginia VIEW Interactive website/page and their publication materials including Cross Roads
- Entered data via computer on job descriptions, organization addresses, and other information associated with careers, job skills, career searching, and Virginia VIEW

**Counseling Intern**, University Counseling Center, Virginia Polytechnic Institute and State University, Blacksburg, VA (January 1998-May 1998)

#### Brief Description of Duties:

- Case Management and Case Presentations
- Individual and Group Counseling Formation, Preparation, and Facilitation
- Educational Programming and Presentations
- Staffing and Administrative Meetings, and Supervision Involvement
- Daily, Weekly, Monthly Report Writing
- Clinical Staff and Treatment Planning Meetings
- Case Notes, Charting, and Logging completion

PROFESSIONAL EXPERIENCE (continued):

**Teaching Intern**, Department of Counselor Education, Virginia Polytechnic Institute and State University, Blacksburg, VA (August 1997 - December 1997)

Brief Description of Duties:

- Co-taught Group Counseling course to Counselor Education Master's students with Dr. David E. Hutchins
- Assisted in developing and writing the course syllabi
- Planned, prepared, and implemented course content and objectives
- Lectured on various group counseling topics
- Facilitated class discussions
- Evaluated student's progress of written and oral group counseling skills and knowledge
- Interacted with students via e-mail concerning group counseling, answering questions, providing information and clarification, and reading students' daily journals

**Clinician II**, Chesapeake Community Services Board, Mental Health Division, Resource Management Unit, Chesapeake, VA (February 1997 -- August 1997)

Brief Description of Duties:

- Case Management of Severely Mentally Ill Adults (30+ cases on average)
- Client Advocate (community, court, medical, psychiatric, etc.) and Resource Manager
- Individual and Family Counseling in office and on home visits
- Clinical Staffings, Administrative Meetings, Committees, and Individual Supervision
- Co-facilitated the Mutual Education Support Advocacy (MESA) Family Workshops for family members of the severely mentally ill
- Daily, Weekly, Monthly, Quarterly, and Annual Report Writing
- Clinical Staff & Treatment Planning Meetings, & Supervision Involvement
- Case Notes, Charting, & Logging completion

**Probation/Family Counselor Intern**, 27th District Juvenile and Domestic Relations Court Service, Galax, VA (May 1996 -- August 1996)

Brief Description of Duties:

- Case Management & Probation
- Individual & Family Counseling in office & on home visits
- Court Representative/Liaison
- Staffing & Administrative Meetings, & Supervision involvement
- Daily, Weekly, Monthly, and Quarterly Report Writing
- Clinical Staff & Treatment Planning Meetings, & Supervision Involvement
- Case Notes, Charting, & Logging completion

**Graduate Counseling Intern**, Center for Counseling and Student Development, Radford, VA (August 1995 - May 1996)

Brief Description of Duties:

- Case Management & Case Presentations
- Individual & Group Counseling Formation, Preparation, and Facilitation
- Educational Programming and Presentations

## PROFESSIONAL EXPERIENCE (continued):

Graduate Counseling Intern (continued)

- Staffing and Administrative Meetings, and Supervision Involvement
- Clinical Staff and Treatment Planning Meetings
- Case Notes, Charting, and Logging completion

**Graduate Assistant**, Career Services Center, Radford, VA (January - May 1995)

**Crisis Counselor**, Virginia Beach Psychiatric Center, Virginia Beach, VA (May 1992 -- August 1994)

- *Employee of the Month, March 1993 and nominated Employee of the Year 1993*

**Activities Therapist**, Tidewater Psychiatric Institute, Norfolk, VA (August 1991 -- June 1992)

**Experiential Group Therapist**, Tidewater Psychiatric Institute, Virginia Beach & Norfolk, VA (August 1990 -- June 1992)

**Mental Health Technician**, Tidewater Psychiatric Institute, Virginia Beach, VA (May 1990 - August 1991)

**Residential Counselor Intern**, Pendleton Child Service Center, Virginia Beach, VA (January - May 1989)

**Volunteer Camp Counselor**, Muscular Dystrophy Association, Norfolk, VA (April 1983 - July 1988)

**Volunteer Crisis & Support Counselor & Escort**, Battered Women's Shelter, Norfolk, VA (August - September 1987)

## ADDITIONAL TEACHING EXPERIENCE:

**Gender and Family Diversity Class Lecture**, *Gender Dynamics in Work and Family Relationships*, Department of Human Development and Family Studies, Virginia Polytechnic Institute and State University, Blacksburg, VA (Tuesday, November 16, 1999)

**Multicultural Class Lecture**, *Converging Sexual Orientation: Sexual Orientation from a Social Constructionist Perspective*, Counselor Education Department, Radford University, Radford, VA (Thursday, October 28, 1999)

**Adult Development & Aging II: Interpersonal Issues Class Lecture**, *Marital and Sibling Relationships: Marital and Close Relationships of the Marital Kind and Sibling Relationships in Middle and Old Age*, Department of Family & Child Development, Virginia Polytechnic Institute and State University, Blacksburg, VA (Monday, March 23, 1998)

## PUBLICATIONS (Refereed Articles):

Hanna, M.A., & Smith, J. (1998). Using rubrics for documentation of clinical work supervision. **Counselor Education and Supervision**, 37(4), 269-278.

Hanna, M.A., & Smith, J. (1998). Accountability in counselor training programs. **Resources in Education (RIE)**, ERIC.

## PROFESSIONAL PRESENTATIONS and RESEARCH:

**The 7<sup>th</sup> Sense: Beyond Achievement and Locus of Control.** This presentation will explore factors that motivate individuals to achieve despite an impoverished background and exposure to negative role models. Presenters will discuss basic tenants that are paramount for development as emotionally healthy individuals. A conceptual framework outlining characteristics of resilient behavior in the context of biological, psychological and sociocultural influences will be reviewed. Discussion will focus on resiliency factors and characteristics counselors can nurture in their clients to promote greater personal, academic, and professional success. Southern Association for Counselor Education and Supervision (SACES) Convention '01, Athens, GA, October 26-28, 2001.

**The 7th Sense: Beyond Achievement and Locus of Control.** This presentation will explore factors that motivate individuals to achieve despite an impoverished background and exposure to negative role models. Discussion will focus on resiliency factors and characteristics counselors can nurture in their clients that promote greater personal, academic, and professional success. Virginia Counselor's Association (VCA) Convention '00, Roanoke, VA, Friday, November 17, 2000.

**Dealing with Difficult People. Behavioral Emergencies: A Field Guide for Nonviolent Crisis Intervention.** A 4-hour seminar presented to the EMS personnel of the New River Valley and Lifeline Ambulance Services. An overview of behavior, especially problem behavior and difficult people, and psychiatric disorders was presented first. Next, verbal, emotional and physical techniques to deal with violent patients/clients were discussed and role-played. Finally, responses to crisis situations were conveyed through discussion and more role-plays. Christiansburg, VA, Saturday, October 14, 2000.

**Mental Health Emergency Services and Psychological Assessment.** This 3-hour workshop, presented to the Virginia Tech Counselor Education Master's Introduction to Community Services Class, discussed crisis intervention, assessment/evaluation, ethical and legal concerns, Critical Incident Stress Debriefing (CISD), and effects of trauma on the helper (i.e., PTSD, burnout).

Mental Health Emergency Services and Psychological Assessment (cont'd):

Simulations were conducted to help participants learn and understand what a crisis intervention or assessment was and to practice their newly learned skills and techniques. Other community resources were discussed in relation to crisis and mental health emergency services. Virginia Polytechnic Institute and State University, Blacksburg, VA, July 18, 2000.

**Counselor Characteristics and CACREP Counseling Programs Examined: Predictors of Effective Counselors.** Dissertation in progress (expected completion, Fall 2000). Counselor Education Doctoral Program, Virginia Polytechnic Institute & State University, Blacksburg, VA.

**Counselor and Counseling Program Characteristics Examined: Predictors of Sound Programs and Effective Counselors.** Workshop included research identifying current admission requirements of CACREP master's counseling programs and the development of a standard set of requirements. A standard set of admission requirements was identified and included personal-emotional effective counselor characteristics of prospective master's students. Virginia Counselor's Association (VCA) Convention '99, Friday, November 12, 1999.

**How Do Students Change/Develop During Counselor Education? And What Influences Those Changes? A Forum on Current Research** (with McAuliffe, G., Furr, S., Granello, D., Christie, S., & Kennington, P.). This ACES forum brought together several researchers who were studying the influence of counselor education on students. Their work probed the central concern about

Professional Presentations and Research (continued):

connecting counseling student characteristics with matched instruction to better plan our counselor education instruction and curriculum by implementing early assessment of student readiness, careful mentoring, and diverse teaching strategies. The central question of "How has our teaching influenced these changes?" was also addressed, with the goal of highlighting innovative instructional practice. The forum particularly responded to the "Critical Issue" of teaching diverse students. Association for Counselor Education and Supervision (ACES) Conference, New Orleans, Thurs., October 28, 1999.

**Comprehensive Guidelines for Screening Prospective Master's Students for Counseling Programs.** Presentation at Inquiring Voices: Applied and Methodological Studies, a research conference sponsored by Virginia Polytechnic Institute and State University's College of Human Resources and Education, Friday, April 16, 1999.

**Crisis Response Training** (with Dr. Robert Miller). A 3 1/2 hour workshop designed to provide university administrators, faculty and personnel with an overview of the trauma response syndrome, key concepts of disaster mental health, trauma screening techniques, an overview of Critical Incident Stress Debriefing (CISD), effects of trauma on the helper, and to provide participants with hands on practice. Virginia Polytechnic Institute & State University, Blacksburg, VA, October 27, 1998.

**Stress Recognition and Reduction for Educators** (with Dr. Cindy Crosscope). This interactive 2-hour workshop presented signs and symptoms of stress (i.e., burnout) and stress reduction techniques specifically for K-12 educators. Pulaski County Schools, Pulaski, VA. August 1998.

**The Use of Death, Loss and Bereavement Course in Counselor Training** (with Dr. Alan Forrest). A one-hour workshop designed to provide counselors with students' reactions and discussion of their participation in a graduate course examining death, loss and bereavement issues. The course was structured to provide both a personal and professional understanding of death, grief and loss responses. Experiences of the course were examined in terms of implications for counselor training and practice. Virginia Counselor's Association (VCA) Conference, Richmond, VA Friday, November 14, 1997.

**Training for Competency Based Supervision** (with Dr. Hildy Getz and Judy Esposito). A one hour program presenting the structure and methods to assess and train counselors in the competencies necessary for doing clinical supervision. The model applies to supervisors in training in both academic and community settings. Virginia Counselor's Association (VCA) Conference, Richmond, VA, Friday, November 14, 1997.

**Accountability in Counselor Training Programs** (with Dr. Mary Ann Hanna). An hour and a half workshop addressing essential qualities that must be present and accounted for in counselor trainees and how to evaluate this. A scoring rubric was presented and explained. American Counseling Association's (ACA) 1997 World Conference, Orlando, Florida, Friday, April 4, 1997.

**How Men See Themselves: The Impact of the Male Gender Role on Counseling** (with Dr. Alan Forrest). A presentation at the Virginia Counselors Association's annual conference on how men's thoughts, feelings and behaviors are heavily influenced by their conception of masculinity. A panel discussion learning about and discussing the male developmental process and the impact of the male gender role on Counseling. Virginia Counselor's Association (VCA) Conference, Roanoke, VA, November 14, 1996.

**"Together Educating and Kindling Our Awareness (T.E.K.O.A.),"** an oral and written presentation about an on-going family group therapy program to rebuild and reunite families for TEKOA, Inc. located in Floyd, VA, EDCS 546: Introduction to Community Counseling, Radford University, Radford, VA, December 13, 1994.



Professional Presentations and Research (continued):

**"Out of the Darkness: Helping Parents Talk with Children about Death,"** an oral, visual and written presentation including a 40 minute video of informational interviews with various professionals and parents in the community, along with a pamphlet of information and resources, EDCS 540: Individual Differences in Human Development, Radford University, Radford, VA, December 5, 1994.

## RESEARCH:

**Age, GPA, Counseling Work Experience, and Educational Standing as Predictors of Emotional Well-Being of Counseling Trainees.** Research project for EDRE 6634: Advanced Statistics. Virginia Polytechnic Institute and State University, Blacksburg, VA. December 15, 1998.

**Proposal to Perform a Multicultural Education and Enhancement Program Evaluation** (with DeMato, D., Green, R., Crosscope-Happel, C., & Pasier, M.). A Proposal for a multicultural Education and Enhancement Program of the Norfolk Public School System, Norfolk, Virginia. Program evaluation project for EDRE 6734: Program and Policy Evaluation in Education. Virginia Polytechnic Institute and State University, Blacksburg, VA. July 23, 1998.

**Counselor Licensing Exams: Reliability and Validity Examined.** Research project for EDRE 6624: Measurement Theory, Virginia Polytechnic Institute and State University, Blacksburg, VA. April 23, 1998.

**Research Rater. Impact of the Changing Roles of Women on Marital Quality.** Dissertation by Cathye G. Betzel, Psy.D.. Spring 1998.

**Research Rater. An Evaluation of the Getz – Roanoke County School Division's School**

**Counselor Peer Group Clinical Supervision Program.** Dissertation by Thomas Agnew, Ph.D.. Spring 1998.

**Research Participant. Delphi study** conducted at Virginia Polytechnic Institute and State University via the internet, to answer questions concerning the impact that computers and computer technology are having and may continue to have in the next ten years on the way Counselors do their work. Dissertation by Katherine Cabaniss, Ph.D.. Spring 1998.

**The Effectiveness of Public Mental Health Agencies' Counseling Groups and Their Facilitators.** Research project for EDRE: 6604 Behavioral Science Methods in Education. Virginia Polytechnic Institute and State University, Blacksburg, VA. December 8, 1997.

**"Why Gay, Lesbian, and Bisexual Therapy Groups?"** A written research proposal on therapeutic intervention and understanding in group counseling with Gay, Lesbian, and Bisexuals. EDCS 506: Educational Research, Radford University, Radford, VA, July 28, 1995.

**"Facilitating a Gay, Lesbian, and Bisexual Therapy Group."** A research paper and written proposal of a 10 week counseling group, EDCS 550: Group Counseling Theories and Procedures, Radford University, Radford, VA, July 13, 1995.



## **PROFESSIONAL SERVICE:**

American Counseling Association (ACA) Member (November 1994 - Present)

- ACES, AGLBIC, ASGW and IAMFC Division Member

Virginia Counselors Association (VCA) Member (October 1994 -- Present)

- HRCA, NRVCA, VAMFC, VACES, VASGW, VCGSA Division Member
- VAMFC Treasurer (August 1999 - August 2004)
- VAMFC Student Board Member (August 1998 -- August 1999)

Chi Sigma Iota, Counseling Academic and Professional Honor Society International Member (March 1995 -- Present)

- Tau Eta Kappa Chapter, President (April 1998 – May 1999)
- Rho Chi Epsilon Chapter, Vice-President (March 1995 - August 1996)

Honor Society of Phi Kappa Phi Member (April 1996 -- May 1999)

Runaway Task Force Member, City of Virginia Beach, VA (May 1993 - August 1994)

## **PROFESSIONAL LICENSES/CERTIFICATIONS:**

**Licensed Professional Counselor**, Virginia Department of Health Professions, License #0701003272

**National Certified Counselor**, National Board of Certified Counselors (NBCC), Certificate #44886

Certified Critical Incident Stress Debriefing, Commonwealth of Virginia, Department of Health, Reston, VA (June 1993)

Certified Experiential Group Therapist and Facilitator, Escape to Reality, Inc. (1990)

Licensed eligible in all other states with LPC licensure

## **COMPUTER SKILLS:**

Windows, Word Perfect, Word, SPSS Statistical Software, UNIX, the Web/Internet, most e-mail programs, VTEL, and distance learning equipment, IDX, Case Trakker, and more.

## **REFERENCES:**

Available upon request.