

Shilpa Jaggi, LCSW

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Professional Profile

Licensed Clinical Social Worker and social work educator with over 25 years of experience spanning higher education counseling, clinical practice, child welfare, and graduate-level instruction. Background in teaching practice-based social work courses, creating training modules, mentoring students, and evaluating academic readiness.

Education

· University of North Carolina-Chapel Hill, Chapel Hill, North Carolina

Master of Social Work (M.S.W.), June 2000
Concentration: Families and Children

· University of North Carolina-Chapel Hill, Chapel Hill, North Carolina

Bachelor of Arts, August 1996
Major: Biology

Licensure

- Licensed Clinical Social Worker
- License #: 0904007165
- Initial issue date: 06/24/2009

Academic Recognition/Professional Activities

- Clinical Training Development for Randolph Macon College's Wellness Advisor Program
- MSW Admission Committee Member, Virginia Commonwealth University
- North Carolina Child Welfare Education Collaborative Scholar
- Past member of selection committee for the NC Child Welfare Education Collaboration at UNC-Chapel Hill
- Teaching and trainings presented to undergraduate students, graduate students, mental health professionals, faculty over twenty-five-year career

Professional Experience

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**Assistant Director and Supervisor of Wellness Advisor Program, Counseling Center
Randolph-Macon College, Ashland, VA
2024- present**

August

- Provide oversight, training, clinical supervision to the student-led Wellness Advisors
- Assist Director with providing campus outreach as well as assisting in development and monitoring of Center's policies and procedures
- Provide outpatient services to R-MC's students
- Provide treatment to clients with purpose of alleviating symptoms of mental health diagnoses and enhancing daily functioning, overall well-being
- Conduct assessments, develop comprehensive treatment plans, develop discharge plans
- Maintain required clinical records using Titanium electronic record-keeping program
- Provide developmentally appropriate psycho-educational programs for students
- Collaborate with faculty, staff, and parents regarding student issues of concern
- Provide trainings and outreach to campus partners
- Provide rotating on-call coverage and crisis intervention, as needed
- Assist with programs related to College's EDGE Career Development Program

**Outpatient Therapist, Counseling Center
Randolph-Macon College, Ashland, VA
September 2021- August 2024**

- Provide outpatient services to R-MC's students
- Provide treatment to clients with purpose of alleviating symptoms of mental health diagnoses and enhancing daily functioning, overall well-being
- Conduct assessments, develop comprehensive treatment plans, develop discharge plans
- Maintain required clinical records using Titanium electronic record-keeping program
- Provide developmentally appropriate psycho-educational programs for students
- Collaborate with faculty, staff, and parents regarding student issues of concern
- Provide rotating on-call coverage and crisis intervention, as needed
- Provide trainings and outreach to campus partners

**Adjunct Instructor, Master of Social Work (MSW) Program
Virginia Commonwealth University, School of Social Work
January 2021- June 2021**

- Taught graduate level course, ***Social Work Practice with Individuals, Families, and Groups***
- Ensured Course Competencies and Subject matter met over semester
- Course focused on application of knowledge and skills to the phases of interventions with groups and families. Ensured presentation of select theories and models for social work practice.
- Mentored students regarding professional development and social work practice
- Ensured utilization of ***Canvas*** for course communication and expectations
- *Please note: Course originally developed as an on-campus class and was adapted to on-line platform due to COVID epidemic*

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Master of Social Work (MSW) Admissions Committee

Virginia Commonwealth University, School of Social Work

February 2019- February 2025 (Periodic membership over the six years)

- Interview candidates for potential admission to the MSW Advanced Standing Program and Regular Standing Program and provide recommendations for admission
- Assess students' readiness for the rigors of the graduate program
- Assess students' knowledge of direct practice interventions, human development/human behavior, social work policy, social work values and ethics
- Assess candidates' work experiences and their ability to apply their knowledge to direct practice
- Assess candidates' critical thinking skills

Outpatient therapist, Telehealth Platform

Array AtHome, Array Behavioral Care

July 2020-September 2021

- Provide outpatient therapeutic services, supportive counseling to children, adolescents, young adults, parents, and families. Facilitate and assist clients in advocacy, self-empowerment
- Provide treatment to clients with purpose of alleviating symptoms of mental health diagnoses and enhancing daily functioning, overall well-being
- Conduct assessments, develop comprehensive treatment plans, develop discharge plans

Outpatient therapist

Private Practices/Local agencies, Richmond, VA

July 2012 - September 2020

- Provide outpatient therapeutic services, supportive counseling to children, adolescents, young adults, parents, and families. Assist clients in advocacy, self-empowerment
- Provide treatment to clients with purpose of alleviating symptoms of mental health diagnoses and enhancing daily functioning, overall well-being
- Conduct assessments, develop comprehensive treatment plans, develop discharge plans
- Assist clients in effectively coping with symptoms of diagnoses while coping with additional life stressors; such as, not limited to, adjusting to life transitions, poverty, child protective services involvement, issues of family substance abuse, domestic violence, trauma
- Assist and empower clients to access natural and professional supports
- Collaborate with all service providers; including local public schools, court system, Court Appointed Special Advocate (CASA), Department of Social Services, intensive in-home agencies, school systems, and hospitals
- Ensure crisis management and safety planning for high-risk clients

Clinical Supervisor for Intensive In-Home Services

Dominion Youth Services, Richmond, VA

September 2008 - July 2012

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- Provided trainings and clinical supervision to counselors on theoretical knowledge and provided strategies for implementation in direct practice
- Trainings included: Effective Counseling Techniques, Family Interventions, Cultural Competency, Substance Abuse, Means to Enhance our Client's Well-Being, Meditation, Criteria for mental health diagnoses, Ethical issues in Field of Mental Health, Ensuring Healthy Boundaries, Resistant Clients, Impact of Childhood Trauma, Healthy Attachments, Effective Communication, Domestic Violence, Aspects of Child Protective Services, Reviewing Child Development, Play Therapy Techniques, Identifying Client's Natural and Professional Supports, Assessing Client's Systems, Understanding and Accessing Community Resources, Understanding Client Stressors, Ensuring Client Empowerment and Advocacy
- Provided clinical supervision to in-home counselors to ensure that effective treatment and documentation was completed and maintained for program. Individual supervision included staffing and processing caseloads to ensure effective treatment.
- Reviewed clinical documentation (service notes, treatment plans, quarterly reports, monthly progress and incidents, and assisted in completing required documentation for authorization of services)
- Assigned diagnoses for clients, completed diagnostic assessments, and ensured clients were referred to alternate resources
- Ensured clinical assessment reports were based on accurate, thorough and appropriate psycho-educational information
- Assisted Director by providing training to staff and leading clinical staff meetings

Therapeutic Youth Day Treatment Clinician (Alternative School, Richmond City Public Schools)

Richmond Behavioral Health Authority, Richmond, Virginia

October 2004 – May 2008

- Provided individual and group psychotherapy sessions to students in a self-contained school setting. Students had been expelled from zone school and placed in alternative school setting
- Assisted in addressing issues of trauma, anxiety, depression, family dynamics
- Focused on partnering with school staff as well as family to best meet students' needs
- Served as prescreening evaluator in school setting to conduct crisis assessments, interventions, and recommendations as needed
- Member of clinical staff meetings
- Maintained documentation of activities, including but not limited to, clinical interventions, psychotherapeutic techniques, and case management
- Established an effective partnership with community agencies such as Richmond Public Schools and outside in-home agencies

Child Protective Services Case Manager/Foster Care Social Worker

Orange County Department of Social Services, Chapel Hill, NC

March 2002 – October 2004

- Provided counseling/preventive services to children (and their families) alleged to be abused/neglected by their caretakers

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- Completed ongoing family risk assessments and safety assessments
- Developed and monitored family service case plans
- Case Management
- Crisis Intervention
- Coordinated out-of-home placement
- Prepared and presented cases for court
- Collaborated with community agencies to facilitate support and services to families
- Collaborated with local mental health agencies to facilitate therapeutic services for parents and children
- Facilitated family and child team meetings
- Coordinated pre-placement services for children entering foster care
- Prepared home studies for potential foster/adoptive parents
- Developed permanency planning goals for foster parents, birth parents, and children in foster care
- Developed Independent Living Plan for children in foster care
- OCDSS Liaison for community agencies in Chapel Hill, NC

Child Protective Services Social Worker

Durham County Department of Social Services, Durham, NC

January 2001 – March 2002

- Provided counseling/preventive services to children (and their families) alleged to be abused/neglected by their caretakers
- Completed ongoing family risk assessments and safety assessments
- Developed and monitored family service case plans
- Case Management
- Crisis Intervention
- Coordinated pre-placement services for children entering foster care
- Prepared cases for court
- Collaborated with community agencies to facilitate support and services to families

Additional Professional Activities

- Training and supervision received in Play Therapy
- International service experience in India (Assessing needs of Nongovernment Associations (NGOs)), Multiple trips, 2000-present

Professional Memberships

National Association of Social Workers

Professional References

Vivian Mann, LCSW

VCU Health, Department of Psychiatry

Mentor, Former Clinical Supervisor