

Kathy E. Phoenix, DSW, LCSW-S
Associate Professor

EDUCATION

Doctor of Social Work Capella University, Minneapolis, MN <i>Research: "Improving Transgender Elders' Access to Healthcare Services: A Participatory Action Research Study"</i>	2019
Master of Social Work University of Kansas, Lawrence, KS	1996
Bachelor of Social Work Colorado State University, Ft. Collins, CO	1989
Medical Laboratory Specialist United States Army Reserve	1987 - 1996

CURRENT PROFESSIONAL LICENSE AND MEMBERSHIP

Licensed Clinical Social Worker (LCSW) – Texas #29113
Board approved Clinical Supervisor - Texas State Board of Social Work Examiners
National Association of Social Workers (NASW)
Council on Social Work Education (CSWE)
Texas Society of Clinical Social Workers

ADVANCED PROFESSIONAL TRAINING

Trauma-Informed Care - Practitioner Certification	2019
The Department of Army Cognitive Processing Therapy (CPT) for PTSD	2008
The Department of Army Cognitive-Behavioral Conjoint Therapy (CBCT) for PTSD	2008
Army Medical Department (AMEDD) - Provider Resiliency Train-the-Trainer	2008
Licensed Nursing Facility Administrator – St. Phillip's College, San Antonio, TX	1998

ACADEMIC AND TEACHING RESPONSIBILITIES

Our Lady of the Lake University (OLLU), San Antonio TX **October 2013 - Present**

Associate Professor - OLLU

May 2021 – Present

- **Responsible for teaching** MSW/BSW courses in on-campus, hybrid, and online formats
- **BSW Academic Advisor**
- **Conference Chair** - Annual Social Work Distance Education National Conference (2021, 2022, 2023)
- **MSW program committee member**- Program development and admission oversight
- **PhD Dissertation Committee member**
- **Academic Affairs Reorganization Task Force member**
- **WSWO student organization Co-Faculty Advisor**
- **Award:** Recipient of The Agnes M. Gloyna Award for Technological Innovation in Teaching - AY 2021-2022

Clinical Assistant Professor - OLLU

January 2017 – May 2021

- **Responsible for teaching** MSW/BSW courses in on-campus, hybrid, and online formats
- **BSW Academic Advisor**

- **Conference Chair** - 2017, 2020 Social Work Distance Education National Conference
- **Conference Co-Chair** - 2019 Social Work Distance Education Conference
- **MSW program committee member**- Program development and admission oversight
- **WILEY Research Fellow** - 2019-2020

Assistant Professor / Interim MSW Program Director - OLLU

August 2016 – December 2016

- **Oversight and management** of MSW Program in Online Platform, San Antonio Campus, and RGV
- **Facilitated rollout** of new 7-week format for on campus San Antonio MSW program
- **Completed oversight and transition** of courses from the Engage platform to Blackboard platform for San Antonio and Rio Grande campuses
- **Oversight and support** of 50+ adjunct faculty
- **Student Advising** and disciplinary oversight of MSW students in all platforms
- **Course Instruction** of MSW courses in an online, hybrid, and traditional format

Assistant Professor / Director of Field Education - OLLU

May 2015 - August 2016

- **Developed training processes for and oversight of** 20 Adjunct faculty, 2 Field Coordinators, and 2 Support staff in order to streamline field placement and monitoring for an average of 350 students in placement at all times
- **Enhanced Field Education curriculum:**
 - Integrated VoiceThread assignments and content adaptations to enhance interactive learning in 6 MSW Field Education Integrative seminar online courses.
 - Redesigned 12 online MSW Field Education courses to incorporate Weekly Instructor Notes, streamlined and enhanced content, and preparation for universal access design enhancements.
- **Designed and implemented** a 4-hour online CE approved Field Instructor training to support quality field supervision to include: Intro to Field Education, Developing the Education Plan, Fostering Student Self-Awareness, Providing Constructive Feedback, Linking Theory to the Field Experience, CORE SBIRT Curriculum. Implemented and automated CEU certificate process..
- **Designed, implemented, and facilitated** SBIRT Grant data tracking for client logs and reflective journaling in Advanced Field Education courses.
- **Instruction of Integrative Seminar Courses and fulfilled Faculty Liaison duties** for both foundation and advanced MSW level field education cohorts in both online and traditional formats

Assistant Professor / MSW Field Education Coordinator - OLLU

Nov. 2014 – May 2015

- **Responsible for field education placement** of approximately 40 students every 8 weeks in placement sites nationwide and on military bases internationally.
- **Designed, implemented, and maintained** an online Faculty Liaison Resources site that provides education, reference resources and support for online faculty teaching integrative seminar courses and serving as a faculty liaison with students' placement sites.

Adjunct Faculty - OLLU

Oct. 2013 – Nov. 2014

- **Instruction of Integrative Seminar Courses and fulfilled Faculty Liaison duties** for both foundation and advanced MSW level field online
- **Instruction** Generalist Social Work Practice with Individuals, Families, and Groups

Field Instructor

August 1996 – May 2014

- **Provided field education instruction** and oversight for BSW, MSW, LPC, and PSY interns
 - Our Lady of the Lake University – 1996 – 2014 (Practicum Advisory Committee member)
 - U.S. Army / Fayetteville State University – 2010 – 2014 (Practicum Advisory Committee member)
 - University of Texas at San Antonio – 2002 – 2010

End of Life Nursing Education Consortium (ELNEC) Faculty

May 2011 – August 2014

- **Specialization in Wounded Warrior: Their Last Battle**, and ELNEC Ethics modules

Grant Funding Experience

MSW Program Coordinator

August 2016 – December 2016

Field Education Coordinator

August 2015 – August 2016

Biever, J., Tsui, V., Amodei, N., Williams, J., Burge, S., Cuevas, M., Healy, D., Polanco, M., Gabel- Zepeda, S., González, C., Solórzano, B., Gomez, R., **Phoenix, K.**, Gil, K., & Squiabro, C.

Project Title: OLLU-SBIRT. Grant Number: 1H79TI026024-01. Screening, Brief Intervention and Referral to Treatment (SBIRT) Health Professions Student Training (Short Title: SBIRT-Student Training), Substance Abuse and Mental Health Services Administration (**SAMHSA**). [SAMHSA Grant Award: \$945,000 for 9/2015-9/2018]. [Note: The project award was posted to OLLU Worden Newsletter (August 2015), <https://olluwsss.wordpress.com/2015/08/page/2/>]

PROFESSIONAL EXPERIENCE

GainWel, Inc. - Independent Clinical Therapist

July 2017 - Current

Clinical Practice Panel Focus: Chronic Illness, Terminal illness, Trauma, Grief & Bereavement
Specializing in veteran and LGBTQI+ elder communities
Medicare / Medicaid provider

Board Approved Clinical Supervisor

July 2017 - Current

VITAS Innovative Hospice Care, San Antonio, TX

October 2000 – June 2014

- Veteran & Community Liaison Oct. 2008 – June 2014
- Physician / Hospital Representative July 2006 – Oct. 2008
- Program Liaison to Nairobi Hospice, Kenya Jan. 2004 – June 2014
- Volunteer Department Manager Oct. 2002 – July 2006
- Hospice Social Worker Oct. 2000 – Oct. 2002

Hospice Social Worker

September 1999 - June 2000

VNA & Hospice of South Texas, San Antonio, TX

Administrator

July 1998 - June 1999

Trinity Care Center, San Antonio, TX
Long-Term Care Facility (120 beds)

Normandy Terrace Southeast, San Antonio, TX

May 1996 – July 1998

Long-Term Care Facility (320 beds)

- Assistant Administrator April 1997 - July 1998
- Social Service Director May 1996 - April 1997

Case Manager (MHMR)

February 1993 - October 1993

San Antonio State School - Community Services, San Antonio, TX

Case Manager & COMPEER Program Manager

January 1991 – August 1992

Mental Health and Guidance Center, Leavenworth, KS

COMMUNITY SERVICE

NASW/Texas – SOGIE Committee member

July 2016 - Present

OASIS Board of Directors

May 2022 - Present

OASIS – Community Presenter – multiple specialty topics

Sept. 2016 - Present

Porter Loring Mortuaries - Grief in the Holidays Presenter

Jan. 2009 – Present

PFLAG - San Antonio member

May 2023 - Present

Source of Light (SoL) Center - Executive Board of Directors	June 2018 - August 2022
NASW/Alamo Area Branch - Continuing Education Coordinator	July 2016 - July 2018
NASW/Texas – Coordinated “Trauma Informed Care” CEU training 6/1/18	
<ul style="list-style-type: none"> Hosted at OLLU, San Antonio, Texas 	
NASW/Alamo Area Branch - Coordinated “Helping Others Heal From Trauma” 12/8/17	
<ul style="list-style-type: none"> Hosted at Franklin Park - Alamo Heights 	
NASW/Texas – Coordinated “Ethics for the Texas Social Worker” CEU training 3/9/17	
<ul style="list-style-type: none"> Hosted at OLLU, San Antonio, Texas 	
NASW/Alamo Area Branch – Coordinated “Social Work Appreciation Luncheon” 3/3/17	
<ul style="list-style-type: none"> Hosted at OLLU, San Antonio, Texas 	
NASW/Texas – Coordinated “Transgender Policy Update” presentation 8/15/16	
<ul style="list-style-type: none"> Hosted at OLLU, San Antonio, Texas 	
Texas Transgender Nondiscrimination Summit – participant as OLLU representative 7/29/16	
<ul style="list-style-type: none"> Hosted by Texas A&M University Central, Killeen, Texas 	
American Cancer Society – Life After Loss Series Facilitator	2009 – 2014
Board Member - San Antonio Chapter - Tuskegee Airmen, Inc	2010 - 2014
Bexar County Homeless Veteran Burial Committee – Committee Member	2009 – 2014
<ul style="list-style-type: none"> Recipient of Bexar County LeRoy V. Greene Jr Memorial Veterans Community Service Award - 2010 	
Honorary Commander for 433 rd Airlift Wing – Lackland Airforce Base	Nov. 2011 – Nov. 2012
Alamo Honor Flight - Vice President	2011 - 2013

PRESENTATIONS

SCHOLARLY CONFERENCES

Phoenix, K. (July, 2023). *The Social Work Role in Improving Transgender Elders' Access to Healthcare Services*. The 3rd European Conference on Aging & Gerontology. London, UK. [Virtual]

Phoenix, K. (June, 2021). *Understanding the Lived Experiences of Trans Elders Accessing Healthcare Services*. 2021 LGBTQ Research Symposium. University of Kansas. [Virtual]

Gil, K., Phoenix, K., Gomez, R., Cuevas, M. (October, 2017). *Harnessing Technology to Magnify the Reach of SBIRT Training*. Council on Social Work Education 2017 Annual Program Meeting. Dallas, Texas.

Phoenix, K., Gil, K. (July, 2017). *The Fundamentals of Incorporating SBIRT Training into Curricula Content for Helping Professions*. Association of Recovery in Higher Education & Association of Recovery Schools Conference. Washington, D.C.

Phoenix, K., Cuevas, M., Gil, K. (April, 2017). *The Fundamentals of embedding SBIRT Training in Online Curricula*. Social Work Distance Education Conference. San Antonio, Texas.

Gil, K., Phoenix, K., & Squiabro, C. (December, 2016). *Feeding your mind, body and soul: Incorporating technology in your self-care plan*. International Forum for Women in E-learning Conference. San Antonio, Texas.

Phoenix, K. (March, 2016). *From 0 to 1000 – Now What? Facilitating Quality Field Education in Rapidly Growing Online Programs*. Texas Distance Learning Association Conference. San Antonio, Texas.

Phoenix, K. (June, 2014). *Handling Difficult Situations When Providing Quality Healthcare*. University of Texas Health Science Center Promoting a Culture of Inclusion in Healthcare Conference. San Antonio, Texas.

PROFESSIONAL CONFERENCES

Phoenix, K. (November, 2019). *Ethical and Cultural Considerations When Working With Veterans*. Aging Life Care Association Regional Conference. San Antonio, Texas.

Phoenix, K. (June, 2019). *Lived Experiences of Trans Elder Texans Accessing Healthcare*. The 11th Annual Texas Transgender Nondiscrimination Summit. University of Houston - Clear Lake, Texas.

Phoenix, K. (June, 2019). *Understanding the Impact of Military Culture on the Veteran's End-of-life Journey*. Omega Home Network National Conference. San Antonio, Texas.

Phoenix, K. (August, 2014). *Wounded Warrior: Their Last Battle and ELNEC for Veterans: Ethical Issues Module*. National Black Nurses Association Annual Conference. Philadelphia, Pennsylvania

Phoenix, K. (November, 2012). *Wounded Warrior: Their Last Battle and ELNEC for Veterans: Ethical Issues Module*. Acadiana Black Nurses Association. Lafayette, Louisiana.

Phoenix, K. (October, 2012). *Wounded Warrior: Their Last Battle and ELNEC for Veterans: Ethical Issues Module*. National Federation of Licensed Practical Nurses Annual Conference. Indianapolis, Indiana.

Phoenix, K. (July, 2012). *Wounded Warrior: Their Last Battle and ELNEC for Veterans: Ethical Issues Module*. National Black Nurses Association Annual Conference. Orlando, Florida.

Phoenix, K. (January, 2012). *Wounded Warrior: Their Last Battle and ELNEC For Veterans: Ethical Issues CORE Module*. Hospice Veteran Partnership Conference. San Diego, California.

Phoenix, K. (July, 2011). *Wounded Warrior: Their Last Battle and ELNEC for Veterans: Ethical Issues Module*. National Black Nurses Association Annual Conference. Orlando, Florida.

Phoenix, K. (May, 2011). *Wounded Warrior: Their Last Battle and ELNEC for Veterans: Ethical Issues Module*. National Federation of Licensed Practical Nurses Annual Conference. St. Petersburg, Florida.

PROFESSIONAL PRESENTATIONS

Phoenix, K. (August, 2023). *Coping with loneliness, depression and anxiety*. OASIS - San Antonio, Texas

Phoenix, K. (May, 2023). *Impact of global events on historical trauma in the elderly client* - GainWel Social Work Clinical Skills Series - San Antonio, Texas. Webinar.

Phoenix, K. (September, 2022). *Understanding the lived experiences of Trans Elders accessing healthcare* - West Virginia University. Webinar.

Phoenix, K. (June, 2022). *Understanding the lived experiences of Trans Elders accessing healthcare* - Griswold Social Work Clinical Skills Series - San Antonio, Texas. Webinar.

Phoenix, K. (February, 2022). *Advance care planning and end-of-life care*. Texas Nurses Association District 8 - San Antonio, Texas. Webinar

Phoenix, K. (February, 2022). *Coping with loneliness, depression and anxiety*. OASIS - San Antonio, Texas.

Phoenix, K. (November, 2021). *LONELINESS: Ethical elements of diagnosis and intervention* - Griswold Social Work Clinical Skills Series - San Antonio, Texas. Webinar.

Phoenix, K. (September, 2021). *The importance of LGBTQ+ identities and illuminating inclusiveness*. GainWel Social Work Clinical Skills Series - San Antonio, Texas. Webinar.

Phoenix, K. (July, 2021). *Loneliness diagnosis and intervention: Resources and social outreach* . OASIS Silver Connect Training - San Antonio, Texas

King-Jordan, T., Carson, R., **Phoenix, K.** (March, 2021). *Black Lives Matter: A social work perspective*. Texas Society for Clinical Social Workers - San Antonio, Texas. Webinar.

Phoenix, K. (January, 2021). *Benefits of Reminiscence and Narrative Therapies with Elderly Clients*. GainWel Social Work Clinical Skills Series - San Antonio, Texas. Webinar.

Phoenix, K. (October, 2020). *Depression and anxiety in older adults* . OASIS - San Antonio, Texas

Phoenix, K. (September, 2020). *Coping with loneliness, depression and anxiety in a COVID-19 world* . OASIS - San Antonio, Texas. Webinar.

Gainer, R., **Phoenix, K.** (September, 2020). *ACE clinical supervision workshop*. GainWel Social Work Clinical Skills Series - San Antonio, Texas. Webinar.

Phoenix, K. (September, 2020). *Active listening: The art of effective communication*. Griswold Social Work Clinical Skills Series - San Antonio, Texas. Webinar.

Phoenix, K. (September, 2020). *Coping with loneliness, depression and anxiety in a COVID-19 world* . Source of Light Center (SOL) - San Antonio, Texas. Webinar.

Phoenix, K. (May, 2020). *Understanding barriers to care for LGBT elders*. Social Work Clinical Skills Breakfast Series - Kerrville, Texas. Webinar.

Phoenix, K. (March, 2020). *Depression and anxiety in older adults: Identifying signs, symptoms, and treatment*. Oasis. San Antonio, Texas.

Phoenix, K. (February, 2020). *Understanding barriers to care for LGBT elders*. Social Work Clinical Skills Breakfast Series. San Antonio, Texas.

Phoenix, K. (November, 2019). *Grief in the Holidays - Calvary Baptist Church*. Porter Loring workshop series. Converse, Texas.

Phoenix, K. (November, 2019). *Cultural aspects of caring for veterans*. Alamo Area Home Care Council. San Antonio, Texas.

Phoenix, K. (October, 2019). *Understanding depression and anxiety in older adults*. WellMed Caregiver Teleconnection [Podcast]. San Antonio, Texas.

Phoenix, K. (October, 2019). *Effective listening and communication skills*. St. Luke's Baptist Hospital. San Antonio, Texas.
Phoenix, K. (March, 2019). *The ethical responsibility of caring for veterans through a multidimensional lens*. Social Work Clinical Skills Breakfast Series. San Antonio, Texas.

Phoenix, K. (November, 2018). *Grief in the Holidays - Second Baptist Church*. Porter Loring workshop series. San Antonio, Texas.

Phoenix, K. (October, 2018). *Motivational Interviewing*. NIX Behavioral Health. San Antonio, TX

Phoenix, K. (October, 2018). *Strengths-Based Case Management Training*. AVANCE. San Antonio, Texas.

Phoenix, K. (November, 2017). *Grief in the Holidays - Calvary Baptist Church*. Porter Loring workshop series. San Antonio, Texas.

Gil, K., **Phoenix, K.**, & Squiabro, C. (March, 2017). *Feeding your mind, body and soul: Incorporating technology in your self-care plan*. Hispanic Women's Network. San Antonio, Texas.

Gil, K., **Phoenix, K.**, & Squiabro, C. (March, 2017). *Feeding your mind, body and soul: Incorporating technology in your self-care plan*. CJ Collins Symposium. San Antonio, Texas.

Phoenix, K. (February, 2017). *Hoarding Disorder: Let's Not Call Them Hoarders*. OASIS - Elvira Cisneros Center. San Antonio, Texas.

Phoenix, K. (November, 2016). *Grief in the Holidays*. Porter Loring workshop series. San Antonio, Texas.

Healy, D, Solórzano, B., **Phoenix, K.** (October, 2016). *SBIRT - Community Agency Training*. San Antonio, Texas.

Phoenix, K. (November, 2015). *Grief in the Holidays*. Porter Loring workshop series. San Antonio, Texas.

Phoenix, K. (October, 2012). *Cultural Issues at the End of Life*. Case Management Society of America Regional conference. San Antonio, Texas.

Phoenix, K. (June, 2012). *Ethical Issues: Ethics in the First Person*. Annual Alzheimer's Association Conference. San Antonio, Texas.

PROFESSIONAL CONTENT PRESENTATION SPECIALIZATION

- Understanding the Lived Experiences of Trans Elders Accessing Healthcare
- The Ethical Responsibility of Caring for Veterans through a Multidimensional Lens
- Understanding the Impact of Military Culture on the Veteran's End-of Life Journey
- Communicating Bad News
- Cultural Issues for Veterans at End-of-Life
- Culturocity – Cultural Awareness at End of Life
- Wounded Warriors – Their Last Battle
- A Conversation Before the Crisis
- Ethical Issues – Ethics in the First Person
- Ethics and Advanced Directives
- Maintaining Healthy Boundaries while providing quality care
- Hard Choices for Loving People
- Grief in the Workplace
- Handling Difficult Situations – Customer Service for Healthcare Professionals
- The Art of Active Listening
- Grief, Loss and Bereavement
- Grief in the Holidays
- Elder Abuse, Neglect and Exploitation
- Palliative Care –vs- Curative Care
- Understanding Alzheimer's Disease

TEACHING EXPERIENCE

MSW Social Work Practice with Hispanic Elders

On Campus Hybrid: Fall 2020, Fall 2019, Fall 2018, Fall 2017

Online: Fall 2023, Spring 2023, Fall 2022, Spring 2022, Fall 2021, Spring 2021, Fall 2020, Summer 2020, Spring 2020, Fall 2019, Summer 2019, Fall 2018, Summer 2018, Spring 2018, Fall 2017, Summer 2017

MSW Social Work Practice with Hispanic Families

On Campus Hybrid: Summer 2017

Online: Spring 2022

MSW Integrated Seminar and Field Education and Faculty Liaison (Advanced)

On Campus Hybrid: Spring 2019, Fall 2018, Spring 2017

Online: Summer 2015, Spring 2015, Fall 2014, Summer 2014, Spring 2014, Fall 2013

MSW Integrated Seminar and Field Education and Faculty Liaison (Foundation)

On Campus: Spring 2017, Spring 2016, Fall 2015

Online: Spring 2016, Fall 2015 -

MSW Evaluation of Social Work Practice with Hispanic Children & Families

On Campus Hybrid: Summer 2017

MSW Human Behavior and the Social Environment: Social Systems

On Campus Hybrid: Fall A 2016

MSW Generalist Social Work Practice: Individuals, Families and Groups

Online: Summer A 2014

BSW Human Behavior and Diverse Populations

Online: Spring 2023, Spring 2018 - On Campus: Spring 2018, Fall 2017, Spring 2017

BSW Generalist Practice Direct Service / Field Education and Faculty Liaison

On Campus: Spring 2018, Fall 2017

BSW Social Welfare Policy: Analysis and Practice

Online: Fall 2018

BSW Principles of Generalist Social Work Practice I

On Campus: Spring 2015, Fall 2014

SERVICE TO THE UNIVERSITY

CTE Director Search Committee - Chair	Summer 2022 - Fall 2022
General Education Committee	Spring 2023 - Current
Reorganization Task Force	Spring 2021 - Spring 2022
Veteran Services - Strategic Planning Task Force	Spring 2019 - Spring 2022
Online Learning Advisory Committee - Member	Sept. 2016 – Aug. 2017
Graduate Council - Member	Sept. 2016 – Dec. 2016

SERVICE TO WORDEN SCHOOL OF SOCIAL SERVICE

MSW Committee Member	Oct. 2015 – Present
BSW Faculty Advisor	Feb. 2017 – Present
Social Work Distance Education (SWDE) Conference	
● 2023 - Conference Chair	May 2022 - Present
● 2022 - Conference Chair	May 2021 - April 2022
● 2021 - Conference Chair	May 2020 - April 2021
● 2020 - Conference Chair	June 2019 - April 2020
● 2019 - Conference Co-Chair	Aug. 2018 - May 2018
● 2017 - Conference Chair	Aug. 2016 - May 2017

Clinical Concentration Development Committee	Oct. 2015 – May 2018
SBIRT Research Committee	May 2016 – May 2018
Assistant Professor Search Committee	Oct. 2016 – Aug. 2017
MSW Faculty Advisor	Aug. 2016 – Dec. 2016
Leadership Team member	May 2015 – Dec. 2016

SERVICE TO STUDENTS

Worden Social Work Organization (WSWO) - Co-Faculty Sponsor	Aug. 2021 - Present
PhD Dissertation Committee Member	Aug. 2021 - Present
Student Veteran Association - Co-Faculty Sponsor	Aug. 2018 - Aug. 2019
Faculty Representative to NASW – Alamo Branch - support to Student Representative	Oct. 2015 – July 2018
Oversight and mentorship of Graduate Assistants	Oct. 2015 – Dec. 2016