

# Terri Lee, LCSW, CEAP

Elgin, IL | [terri@usc.edu](mailto:terri@usc.edu) | (847) 533-7939 | [LinkedIn](#)

## Behavioral Health Professional | EAP Leader | Expert Advisor | MSW Professor

- Over 20 years of clinical work in behavioral health, EAP counseling and leadership, teaching at the master's level, and facilitating practicum placement experience of MSW students.
- Mentor and coach recognized for exceptional guidance of employee and leadership teams, establishment of respected programs and policies, collaboration across organizational functions, and implementation of innovative and effective ways to meet daily demands.
- Engaged social worker and therapist who builds strong relationships with individuals and families and provides a comfortable setting where clients feel safe and empowered.
- Respected industry thought leader and strong communicator with extensive experience as a speaker at national and international social work conferences.
- Even keeled leader and collaborator known for being easy to work with and maintaining poise under pressure.

## Professional Experience

### University of Southern California—Suzanne Dworak-Peck School of Social Work **2011 – Present**

*Associate Professor of Practicum Education* (2011 – Present)

*Assistant Practicum Director* (2022 - Present)

*North Regional Field Education Director* (2015 – 2022)

*Regional Field Faculty Member* (2013 – 2015)

*Adjunct Faculty Member* (2011 – 2013)

Deliver a national support presence overseeing and supporting the activities of a Placement Specialist team with responsibility for matching and ongoing quality oversight of the social work practicum placement and practicum education experience for MSW students in a 26-state region. This includes assessing students for academic field readiness; managing the student, agency, and staff placement process; and overseeing post-placement protocols and procedures. Serve as a liaison and advisor for faculty team and Placement Specialists on student and agency escalations. Support students in managing various challenges faced during academic and practicum placement.

- Instrumental to **transitioning all students to virtual learning** and navigating the volatility of the COVID-19 environment, while maintaining business continuity, preserving student opportunities, and exceeding placement goals with a 100% matched field start date.
- Key contributor to **exceeding placement match goals** for all cohorts for a three-year period, 100% match by field start day (FSD).
- **Grew Practicum Placement Network** by 870 sites in three years, supporting an agency network of 4,232 sites.
- **Teach a variety of MSW courses**, including Virtual Field Practicum, Practice Course, and Human Behavior in the Social Environment (HBSE).

### Loyola University Health System | Maywood, IL **1997 – 2013**

*Employee Assistance Program Manager*

Managed internal EAP for 7,000+ employees and their family members, providing assessment, short-term counseling, crisis intervention, and referral services. Consulted management and coached staff and interns. Facilitated Fitness-for-Duty exam policy and process. Managed EAP Counselor and MSW interns.

- **Revitalized the EAP system** as a trusted and well-respected program throughout the organization and navigated growing EAP responsibility as Loyola expanded from a hospital to health system.
- Key advisor and partner to high-level executives across the organization on **top priority risk management topics**.
- Established **strong community relationships** as a trusted referral and support network for employees.
- Successfully **delivered staff education and leadership consulting** through brown bag lunches and other internal trainings on topics like stress management, crisis response, and managing difficult employees.
- **Oversaw and coordinated the Loyola Employee Emergency Fund (LEEF)** established to help employees and their families cope with unexpected financial hardship.

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| <b>Elgin Community College   Elgin, IL</b><br><i>Adjunct Faculty—Introductory Sociology</i>            | <b>2000 – 2002</b> |
| <b>Employee Assistance Services   Elgin, IL</b><br><i>Assistant Managing Director—External EAP</i>     | <b>1993 – 1997</b> |
| <b>St. Joseph Hospital   Elgin, IL</b><br><i>Social Worker—Intensive Outpatient Addictions Program</i> | <b>1994 – 1997</b> |
| <b>Community Crisis Center   Elgin, IL</b><br><i>Social Worker</i>                                     | <b>1992 – 1994</b> |

### Clinical & Advisory Work

**Social Worker / Licensed Therapist** **2020 – Present**  
Provide video-based therapy services to individuals struggling with mental health and family and workplace concerns through Spring Health Behavioral Health and Integrated Care.

**Expert Witness / Legal Consultant** **2009 – 2015 & 2021 – Present**  
Subject matter expert providing document review, deposition, and testimony at trial for EAP and social work related lawsuit cases around handling of employee-specific crisis management and/or mental health concerns. Managed extensive analysis of case details and advised defense team in a six-year EAP case, supporting **favorable ruling that the EAP acting in a proficient and reasonable manner.**

### Thought Leadership

#### Publication

Cislowski, R, Ford, A, Michelsen, R & Lee, T.,(2018). From Remediation to Success: Helping Students Turn It Around in Field Practicum . In R. Paul Maiden (Ed.), The Transformation of Social Work Education through Virtual Learning. London, England: Cambridge Scholars Publishing.

#### Recent Presentations

- **Managing Trauma: Teaching Effective Self-Regulation to Students Through Mindfulness**, American Council of School Social Work National Conference, New Orleans, LA (January 2019)
- **Field Placement: Second Time's the Charm?**, Social Work Distance Education Conference, San Antonio, TX (April 2018)
- **Developing Innovative Responses to Student's Directly Impacted by Local & National Disasters**, Council on Social Work Education, Dallas, TX (November 2017)
- **Millennials: Effective Supervision to Maximize Passion and Productivity in Social Work**, Network for Social Work Management Conference, New York, NY (June 2017)
- **Proactive Support for Disaster Response Through a National Lens in Social Work Education**, Network for Social Work Management Conference, New York, NY, (June 2017)
- **Using a Trauma-Informed Lens in the Distance Learning Environment**, Social Work Distance Education Conference, San Antonio TX (April 2017)

### Education & Professional Development

**Master of Social Work (Focus: Employee Assistance Programs / Addictions)** | University of Illinois at Chicago  
**Bachelor of Science (Social Work), Magna Cum Laude** | Illinois State University  
**Licensed Clinical Social Worker (LCSW)** | State of Illinois  
**Certified Employee Assistance Professional (CEAP)**

### Professional Affiliations

**Employee Assistance Professional Association (EAPA), Member**

Council on Social Work Education (CSWE), *Member*