

# Marci E. Flores, Psy.D.

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## Professional Licensure

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California Board of Psychology (PY28218) April 2016 - Present  
Washington State Board of Psychology (PY60526518) Mar. 2015 - Jun. 2016

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## Education

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**Psy.D. Clinical Psychology** Sept. 2014  
University of Hartford (APA accredited)  
West Hartford, CT  
*Dissertation Title:* Familias Fuertes: A Multi-family CBT Group  
Intervention for Hispanic Families Living with Parental Depression

**M.A. Clinical Psychology** Sept. 2012  
University of Hartford (APA accredited)  
West Hartford, CT

**B.A. Psychology, *Summa Cum Laude*** May 2009  
Loyola University Maryland  
Baltimore, MD

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## Work Experience

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**Clinical Psychologist** Dec. 2016 – Present  
*Private Practice*

**Director** (Full-time, Remote) Jan. 2021 – May 2022  
Head of Program (Dec 2021 – May 2022)  
Associate Director, Head of Growth (Mar 2021 – Jan 2022)  
*Pace Group (Inc. June 2020): A VC backed, mental health tech start-up offering non-clinical virtual groups focused on unlocking emotional connection, together.*

- Designed new program and programmatic elements to enhance the member experience and support group facilitators
- Led the evaluation of program elements using a variety of R&D methods to assess quality and effectiveness
- Designed and implemented trainings to disseminate program changes
- Member of the leadership team including close relationships with the CEO, COO and founding team.
- Designed and implemented the recruitment, hiring and onboarding pipeline for Group Facilitators (Licensed Mental Health Clinicians)

- Expanded the facilitator team by 5.7x in 3.5 months (from 15 to 85 licensed mental health clinicians)
- Co-managed and for an extended length of time solely managed the team of group facilitators (at time of exit there were 100+ Facilitators)
- Diversified the Facilitator team by race, gender identity, sexuality, location, spirituality, and expertise
- Communicated regularly with the leadership team to report pipeline data and statistics
- Maintained and improved pipeline processes to match company and population needs
- Led exploratory studies to inform product improvement
- Created and implemented the 2021 Pride Campaign for diversity and inclusion
- Designed and improved intake and group start processes for effectiveness, efficiency, quality and scalability
- Conducted non-clinical groups focused on emotional connection and mental fitness
- Monitored cohesion and consistency of messaging throughout company development
- Regularly participated and guided team building exercises that supported vulnerability, self-care and personal growth. Practicing what we preach in its fullest.

### **Lead Clinical Psychologist**

Feb. 2018 – Jan. 2021

*TeleMental Health Community Resource Hub*

VISN 22 Department of Veterans Affairs, Long Beach, California

- Selected as one of five members of the Diversity and Inclusion Taskforce with a specialized title addressing policies and procedures
- Led taskforce to improve the process and mechanisms of the Focused Professional Practice Evaluations (FPPE) and Ongoing Professional Practice Evaluations (OPPE)
- Selected to collaborate on the Suicide Prevention Rapid Improvement Event (RIE)
- Conducted productivity reports with feedback for team psychologists focused on utilization, quality and methods of improvement
- Provided a bridge of advocacy for team psychologists to larger departmental team and leadership
- Conducted monthly psychology team meetings
- Provided evidence-based treatment through telehealth including: Cognitive Behavioral therapy (CBT), Acceptance and Commitment Therapy (ACT), Interpersonal Therapy (IPT), Motivational Interviewing (MI), Dialectical and Behavior based therapy (DBT), Prolonged Exposure (PE), Cognitive Processing Therapy (CPT) and Written Exposure Therapy (WET)
- Utilized measurement-based care
- Consulted and provided consultation with peers and multidisciplinary team members to ensure quality of care
- Managed clinic caseloads to meet needs of providers, clinics and a high demand population
- Offered the Deputy Chief of the Psychology Department position prior to leaving the VA hospital

**Staff Psychologist**

Oct. 2015 – Jan. 2017

**Postdoctoral Training Program Lead***Behavioral Health Interdisciplinary Program (BHIP)*

VA Long Beach Healthcare System, Long Beach, California

- Acting Lead BHIP Psychologist, managing 5 psychologists and conducting higher level administrative tasks for the department
- Co-led a system re-design for BHIP services to improve access to care
- Organized, created, and managed training for BHIP Postdoctoral Fellows
- Led weekly training sessions for BHIP pre-interns, interns, and postdoctoral fellows
- Individually supervised pre-interns, interns, and post-doctoral fellows
- Created SOP manual to facilitate training for BHIP staff
- Participated in interdisciplinary behavioral health team for consultation and treatment collaboration
- Provided assessment and treatment for Veterans presenting with a variety of diagnostic profiles
- Utilized various treatment modalities including CBT, PE, CPT, ACT, MI, IPT, DBT and other evidence-based interventions
- Participated on a comprehensive DBT team
- Facilitated monthly enrolling and continuous CBT Anxiety and Depression group and Trauma Skills Group
- Conducted weekly assessment and triage clinics
- Nominated to participate in IPT consultant training

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**Supervised Doctoral Clinical Experience**

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**VA Long Beach Healthcare System (APA accredited)**

Sept. 2014 - Sept. 2015

Advanced Mental Health Interprofessional Postdoctoral Fellow

Long Beach, California

- Provided mental health treatment on BHIP teams
- Utilized evidence-based psychotherapies receiving additional training and consultation in CPT, ACT, and DBT
- Completed regular symptom assessments and brief cognitive assessments as needed (MoCA; RBANS)
- Created and conducted weekly LGBTQ support group
- Created and facilitated Wellness Health and Motherhood group
- Created and facilitated Social Anxiety Recovery Group
- Co-created and facilitated burnout prevention intervention for staff
- Participated on the VA Long Beach Diversity Committee
- Selected nationally as 1 of 2 fellows to participate on the VAPTC diversity committee
- Provided supervision to pre-intern and intern trainees
- Presented cases conceptualizations in weekly postdoctoral didactics, grand rounds, journal club, interprofessional treatment team meetings, and group supervision

**West Palm Beach VA Medical Center (APA accredited)**

Jul. 2013 – Jul. 2014

Pre-doctoral Clinical Psychology Intern

West Palm Beach, Florida

- Primary Care Behavioral Health Rotation: Completed brief and focused individual sessions using evidence-based interventions (MI, CBT, CBT-Chronic Pain, sleep hygiene, goal setting, problem solving, behavioral modification, self-management strategies, and exposure techniques). Co-facilitated CBT-chronic pain group & created and facilitated CBT Depression and Anxiety group.
- PTSD Specialty Clinic Rotation: Conducted individual and group trauma focused treatment for combat and non-combat traumas. Co-facilitated CPT group, Coping skills group, Anger Management group, and created and facilitated PTSD Sleep Therapy group. Observed ACT for PTSD group.
- Mental Health Specialty Rotation: Conducted individual and group therapy to address chronic and complex mental health issues including serious mental illness. Focused on strengths and evidenced based interventions paralleling recovery principles. Conducted brief cognitive assessments and provided feedback (RBANS). Facilitated modified CBT anxiety and depression group and an 8-week stress management group. Created and co-facilitated bi-monthly LGBTQ support group.
- General training: Conducted program evaluation to improve access to care for victims of Military Sexual Trauma. Participated in weekly didactic series including a monthly diversity specialization and frequent case presentations. Conducted formal neuropsychology assessment reports for psychology service. Participated on the Diversity Committee engaging in hospital wide case consultation.

**Yale School of Medicine: Substance Abuse Treatment Unit**

Nov. 2012-May 2013

Practicum Student Clinician

New Haven, CT

- Treated ethnically, racially, and economically diverse adult population diagnosed primarily with substance use disorders
- Completed and presented diagnostic evaluations with treatment plans and case conceptualizations
- Conducted individual therapy using recovery principles
- Co-facilitated Wellness group treatment
- Engaged in crisis management and case management
- Participated in group supervision with interns and medical school residents

**Private Practice office of Emily Littman, Ph.D.**

Feb. 2012-June 2013

*Psychometrician*

Waterbury, CT

- Conducted and interpreted two neuropsychological batteries per week
- Primarily assessed dementia, court appointed workers compensation cases, educational accommodations, and private requests for assessment
- Assessed clients ages fourteen and older
- Created an SOP manual for other psychometricians
- Supervised and observed incoming practicum students

**Institute of Living, Anxiety Disorders Center**

May 2011-Jul. 2012

*Practicum Student Clinician*

Hartford, CT

- Provided individual CBT for adolescents and adults with anxiety, mood, and trauma diagnoses
- Utilized virtual reality exposure therapy
- Utilized MINI for intake evaluations
- Created and co-facilitated an adult CBT group for depression and generalized anxiety
- Co-facilitated CBT group for an adolescent partial hospitalization program
- Reviewed articles for publication with clinic director and nationally recognized psychologist, David Tolin, Ph.D.
- Presented on obsessive hoarding at a local hospital
- Participated in weekly clinical meetings
- Conducted consultation services within the Institute of Living and Hartford Hospital setting

**Northwest Elementary School**

Sept. 2009-June 2010

*Clinical Psychology Practicum Student*

Leominster, MA

- Conducted individual therapy for children aged six to ten years old in a low-income community with significant behavioral issues
- Facilitated social skills groups and focus groups for children with ADHD and interpersonal challenges
- Participated in weekly staff meetings
- Managed behavioral plans
- Consulted frequently with parents and teachers

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**Volunteer Experience**

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**Sheppard Pratt Psychiatric Hospital: Child Inpatient Ward**

Feb. 2009-Mar. 2009

Baltimore, MD

- Aided in crisis intervention and mediated conflict
- Observed professional staff and therapy planning conferences with family members
- Assisted in daily rounds

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**Research**

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**Professional Development Project for Diversity Awareness**

Sept. 2013-June 2014

*West Palm Beach VA Medical Center*

Co-collaborated a questionnaire to inquire about providers' assessment of military sexual trauma (MST), particularly attending to possible gender influence and biases affecting access to care for Veterans. The results of this project were presented at a yearly science fair and the monthly psychology staff meeting in attempts to improve access to care for Veterans who have experienced MST.

**Primary Investigator: Dissertation**

Sept. 2011-June 2013

University of Hartford

**Title:** “Familias Fuertes: A Multi-family Cognitive-Behavioral Group Intervention for Hispanic Families Living with Parental Depression”

Conducted an in-depth literature review and an analysis of theoretical constructs as a foundation for *Familias Fuertes* treatment manual. The created manual addressed mental health needs, specifically depression, in the Hispanic community, and utilized empirically supported Cognitive Behavioral Therapy, family therapy, and group therapy intervention techniques.

*Dissertation Defended: June 2013*

**Research Assistant to Lourdes Dale, Ph.D.**

Aug. 2010- May 2011

University of Hartford

Assisted in completing a manuscript detailing the investigation of the influence of infant cardiac vagal regulation on behavioral problems at age four. Also designed a coding system for media content analysis, which was later presented at the 2012 APA convention. Additionally, updated Trauma and Abuse curriculum for graduate level class.

**Graduate Research Project: Program Assessment & Utility**

Sept. 2010-May 2011

University of Hartford

Conducted an in depth program analysis on the faculty use of the college student inventory. Developed two measures including a semi-structured interview and a questionnaire. Conducted and transcribed interviews. Analyzed quantitative and qualitative data. Provided recommendations to the university admissions council.

**Research Assistant to Christopher Higginson, Ph.D.**

Oct. 2008- May 2009

Loyola University Psychology Clinic

Created a template to collect data for future research. Extracted and organized neuropsychological assessment results for data analysis.

**Graduate Research Project: Cigarette Use Patterns in Collegiates**

Sept. 2006-May 2007

Loyola University Maryland

Designed and carried out a study that investigated cigarette smoking patterns in the college aged population. Conducted in-depth literature review, developed a quantifying measure, distributed surveys, and analyzed data. Data was presented at the Loyola University social sciences fair.

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**Specialized Training**

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2020

“Written Exposure Therapy (WET) for PTSD” presented by Denise M. Sloan, Ph.D. VA Boston Healthcare System, National Center for PTSD, Behavioral Science Division & Boston University School of Medicine. Tibor Rubin VA Medical Center, Long Beach, CA. (2020)

2019

“Basic Skills Training in Affective and Interpersonal Regulation (STAIR) Training” presented by Marylene Cloitre, Ph.D. National Center for PTSD Dissemination and Training Division. Tibor Rubin VA Medical Center, Long Beach, CA.

- 2018 “The Life Goals Program for Self-Management Skills: Cyber Training” presented by Lois V. Krawczyk, Ph.D., Aleda Franz, Ph.D., and Mark Bauer, M.D. Center for Healthcare Organization and Implementation Research. Tibor Rubin VA Medical Center, Long Beach, CA.
- 2018 “ACT II” Advanced Acceptance and Commitment Therapy training. Presented by Steven Hayes, Ph.D. Praxis CET. San Rafael, CA.
- 2016 Interpersonal Therapy Training and Consultation. Consultant: Kevin Crosswell, Psy.D. VA Long Beach Healthcare System, Long Beach, CA.
- 2016 “Cognitive Behavioral Therapy: Foundational Principles” presented by Dennis Greenberger, Ph.D. VA Long Beach Healthcare System, Long Beach, CA.
- 2015 Dialectical Behavioral Therapy Training and Consultation. Supervisor: Rhea Holler, Psy.D. VA Long Beach Healthcare System, Long Beach, CA.
- 2014 Prolonged Exposure Therapy Training and Consultation. Consultant: Keith Berfield. West Palm Beach VA Medical Center, West Palm Beach, FL.
- 2014 Cognitive Processing Therapy Training and Consultation. Supervisor: Hana Shin, Ph.D. VA Long Beach Healthcare System, Long Beach, CA.
- 2014 Acceptance and Commitment Therapy Training and Consultation. Supervisor: Hana Shin, Ph.D. VA Long Beach Healthcare System, Long Beach, CA.
- 2013 “Championing Diversity” presented by FranklinCovey. West Palm Beach VA Medical Center, West Palm Beach, FL.
- 2013 “Gender and Orientation in clinical settings” presented by YES! Institute. West Palm Beach VA Medical Center, West Palm Beach, FL.
- 2013 “Motivational Interviewing: Above and Beyond” presented by Matthew Burr, Ph.D. West Palm Beach VA Medical Center, West Palm Beach, FL.
- 2012 “Cognitive Behavioral Therapy” presented by David Tolin, Ph.D. The Institute of Living, Hartford, CT.

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## **Publications & Presentations**

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Dale, L. P., Pinkerton, N., Couto, M., Mansolillo, V., Weisinger, N., & Flores, M. (2016). Princess picture books: Content and messages. *Journal of Research in Childhood Education*, 30(2), 185-199.

M. Flores & S. Mandel (2014). Exploring Mental Health Provider's Military Sexual Trauma Screening Practices. Poster presented during the Scientific Discovery Day. Formally presented to the West Palm Beach Mental Health and Behavioral Science Clinical staff at the Psychology Staff meeting.

Flores, M. F. (2013). *Familias Fuertes: A multi-family cognitive-behavioral group intervention for Hispanic families living with parental depression*. (Doctoral Dissertation). University of Hartford, Connecticut.

Dale, L. P., Pinkerton, N., Couto, M., Mansolillo, V., Weisinger, N., & Flores, M. (2012, August). *Content and Messages in Princess Picture Books*. Poster presented at the American Psychological Association (APA) Convention, Orlando, FL.

Dale, L. P., O'Hara, E. A., Schein, R., Inserra, L., Keen, J., Flores, M., & Porges, S. W. (2011). Measures of infant behavioral and physiological state regulation predict 54-month behavior problems. *Infant Mental Health Journal*, 32(4), 473-486.

Streckfuss, L., Williams, C., Henry-Cooper, M., Flores, M., & Dale, L. P. (2011). Faculty use of the college student inventory: A qualitative and quantitative approach. Poster presented at the meeting of the Connecticut Psychological Association (CPA), Windsor, CT.

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## **Honors and Awards**

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2016	Certificate of Appreciation from VA Long Beach Hospital Chief of Staff for outstanding service, dedication, and leadership
2016	Patient Recognition Pinning for outstanding care, VA Long Beach
2010-2014	Diversity Fellowship Scholarship, University of Hartford
2006-2009	Psi Chi National Honor Society
2005-2009	National Dean's List, Loyola University Maryland

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## **Professional Memberships**

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2009-2014	Graduate Student Affiliate, American Psychological Association
2009-2014	Member, American Psychological Association

*Date of Preparation: July 2022*