

## Ivy Villani

### Summary

Licensed clinical social worker (MSW, BS Psychology) with extensive experience in telehealth psychotherapy and child protection investigations. Skilled in trauma-informed, person-centered care; crisis intervention and safety planning; culturally responsive practice; and multidisciplinary collaboration. Proven ability to build rapport in high-stress situations and maintain thorough, compliant documentation.

### Core Qualifications

- Licensed Clinical Social Worker (MN LICSW, AK LCSW)
- Trauma-informed, person-centered care
- Crisis intervention, de-escalation, safety planning
- Client engagement and rapport building
- Investigations, documentation, and court support
- Service coordination and community referrals
- Training and development
- DHS Data Practices Certified
- CPR/First Aid/SIDS

### Professional Experience

#### Headlight Health — Teletherapy Clinician (Remote)

05/2022 – Present | Full-time, 40 hrs/week | Pay Plan/Series/Grade: N/A (non-federal)

- Conduct diagnostic assessments; develop and implement individualized treatment plans aligned to client needs and goals.
  - Provide ongoing psychotherapy; monitor progress; adjust interventions based on clinical indicators and client feedback.
  - Involve and advise family members when clinically appropriate; coordinate referrals and community resources.
  - Maintain timely, accurate documentation in compliance with state regulations and organizational policy.
- Selected accomplishments:
- Built strong therapeutic alliances in a virtual setting, supporting engagement and continuity of care.
  - Supported outreach and referral activities to expand access to behavioral health services.

#### BetterHelp — Therapist (Remote)

09/2019 – 03/2025 | Full-time, 40 hrs/week | Pay Plan/Series/Grade: N/A (non-federal)

- Delivered person-centered, culturally responsive teletherapy to diverse adult clients.

- Maintained regular communication and accurate scheduling; escalated emergencies per protocol.
- Completed required trainings; maintained credentials and certifications; documented services promptly.  
Selected accomplishments:
- Sustained a high-volume caseload while preserving quality standards for responsiveness and care.
- Fostered inclusive, non-biased therapeutic environments that enhanced client trust and safety.

Hennepin County — Child Protection Investigator (Hennepin County, MN)

05/2016 – 05/2022 | Full-time, 40 hrs/week | Pay Plan/Series/Grade: N/A (non-federal)

- Responded to child protection concerns within mandated timelines; conducted comprehensive investigations and interviews.
- Performed background checks; gathered, analyzed, and documented evidence for family and criminal court.
- Collaborated with law enforcement, mental health professionals, educators, and supervisors to assess risk and develop safety plans.
- Completed and maintained compliance with federal, state, and county trainings; ensured culturally sensitive interactions.  
Selected accomplishments:
- Consistently met statutory response timelines and documentation standards.
- Applied trauma-informed, culturally responsive practices to improve engagement with diverse families.

### Education

Master of Social Work (MSW), University of St. Thomas — 2016

Bachelor of Science, Psychology, University of Phoenix — 2011

### Licensure and Certifications

- Minnesota — Licensed Independent Clinical Social Worker (LICSW) #25606- Active
- Alaska — Licensed Clinical Social Worker (LCSW) #189343- Active
- North Carolina- Licensed Clinical Social Worker (LCSW) #C013968- Non-practicing Pause
- Trauma Informed Legal Advocacy Certificate 2020