

ERIKA FLORES, Psy.D., LMFT, PPSC

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EDUCATION:

California Southern University, Costa Mesa

➤ **Doctor of Psychology (Psy.D.)**

- Graduated: 2018
 - GPA: 4.0; Summa Cum Laude
- Dissertation Title: *Anorexia Nervosa: Treatment Implications*

California State University, San Bernardino (CSUSB)

➤ **M.S. Degree in Clinical/Counseling Psychology**

- Graduated: June 2015
- GPA: 3.9; Magna Cum Laude

➤ **Pupil Personnel Services Credential, School Counseling**

- Graduated: June 2018
- GPA: 4.0; Summa Cum Laude

➤ **B.A. Degree in Psychology (Honors Program)**

- *Minor in Gender and Sexuality Studies*
 - Graduated: June 2013
 - GPA: 3.8; Cum Laude

LICENSES & CERTIFICATIONS:

Licensed Marriage and Family Therapist:

- *License Number: 102807*
- *Expiration: July 31, 2027*
- *NPI Number: 1265846505*
- *California Association of Marriage & Family Therapists (CAMFT) Member and Inland Empire Chapter Member.*
 - *CAMFT ID: 137992*

CA Clinical Supervisor

- *Attended and completed BBS clinical supervisor course requirements.*

CAMFT Certified Supervisor

- *Issued 2/20/2026*
- *ID: 137992*

Dare To Lead Trained

- The program is based on the research of Dr. Brené Brown, a research professor at the University of Houston; it promotes daring leadership over armored leadership
 - Vulnerability as a strength
 - Empathy in action
 - Clear purpose and values
 - Self-compassion as courage
 - Leaders as learners, not knowers
 - Leaders practice self-care and healing
 - Leaders shift from shame and blame to guilt and accountability
- Issued: December 2024

CAMS-Care Trained Therapist:

- Collaborative Assessment & Management of Suicidality (CAMS) is an assessment and treatment framework for suicidal patients that has been repeatedly proven to be effective in multiple randomized controlled clinical trials around the world in reducing suicidal ideation and increasing hope.

Certified 5150 Authorizer:

- Riverside County
- Issue Date: March 16, 2016

EMDR Trained Therapist:

- *EMDR Training Certificate of Completion*
- A full 8 days of training
- A comprehensive curriculum that integrated all required hours of consultation into the training sessions
- A program total of 57.5 hours: 25.5 instruction, 21.5 supervised practicum, and 10.5 consultation hours
- Completed an additional 6 hours of training specific to EMDR with children and play therapy.

Pupil Personnel Servicing Credential (PPSC):

- School Counseling
- Expiration: July 1, 2028

Recipient of Outstanding Adjunct Faculty Award:

- California State University, San Bernardino
- Issue Date: May 18, 2022 & May 16, 2025

CSU Advanced QLT Course in Teaching Online

- Basic and Advanced Course Completed

WORK EXPERIENCE:

Two Chairs Behavioral Health Group, Clinical Manager & Therapist:

- *March 2024 - Present. Remote.*

Administrative:

- Oversee client care within clinical team and manage staff (e.g., evaluating clinician performance, clinical consultation, crisis management, ensuring clinic-wide goals).
- Implement and support company roll-outs of clinical processes and procedures while working collaboratively with cross-functional stakeholders across the company.
- Monitor adherence to legal/ethical guidelines, internal policies, and quality standards.
- Builds clinical culture that engages and retains high quality, high performing clinicians.
- Represent Two Chairs through community outreach.
- Serves on the *Two Chairs Continuing Education (CE) Committee*, contributing to the development and review of clinician training and CEU-compliant programming.
- Acts as Clinical Lead for *Marketing and Talent Acquisition* initiatives, providing subject matter expertise to support clinician recruitment, branding, and clinical alignment.
- Leads the creation, review, and ongoing updates of part-time Help Center articles, ensuring clinical accuracy, clarity, and alignment with organizational policies and best practices.

Clinical:

- Manage/treat a panel of ongoing clients.
- Conducts clinical consults to assist in matching with appropriate service and therapist.
- Thoughtfully integrates technology into your practice and provide data-driven care.
- Actively engages in community and professional growth through case consultation.
- Collaborate with other healthcare providers as needed.

Clinical Supervisor & Adjunct Professor- California State University of San Bernardino:

- *4/2019 - Present. San Bernardino, California*
 - Recipient of Outstanding Adjunct Faculty Award
 - Designs, prepares, and teaches traditional courses.
 - *Classes taught:*
 - *PSYCH 1105: Critical Thinking*
 - Development of basic skills in critical thinking including

identifying and understanding common fallacies, recognizing techniques of persuasion and propaganda, problem solving strategies, decision-making, and applying skills of critical thinking to the complex issues of everyday life.

- Undergraduate Course

o *PSYCH 1115: Personal and Social Adjustment*

- This course explores opportunities for adjustment and growth in a variety of circumstances, such as family and college life.
- Undergraduate Course

o *PSYCH 3386: Introduction to Psychotherapy*

- This course offers an introduction to psychotherapy and research.
- Undergraduate Course

o *PSYCH 3390: Abnormal Psychology*

- This course offers an introduction to psychopathology, emphasizing the major interpretations and treatments of emotional and behavioral disorders.
- Undergraduate Course

o *PSYCH 3391: Child Psychopathology*

- This course offers an intensive study of child diagnoses and treatment.
- Undergraduate Course

o *PSYCH 4422: Advanced Seminar in Psychology: Clinical*

- This course explored contemporary topics in clinical psychology, such as integrative treatment approaches, outcome research, psychopathology, adaptation and coping, health promotion, cultural factors in diagnosis and treatment, and common factors in effective treatment such as the working alliance and other relationship factors.
- Students develop an advanced project. Undergraduate Course

o *PSYCH 6871/2 Marriage & Family Therapy Practicum I & II*

- Supervised counseling practicum.
- Review cases/audiotapes of recorded sessions.
- Provide clear feedback on trainee's performance.
- Complete performance evaluations on all assigned supervisees.

- Review documentation through EHR System (Titanium) and sign appropriate documents.
- Ongoing auditing of clinical notes of trainees to ensure all clinician documentation is in compliance with the standards set by the BBS.
- Complete a six-hour course in supervision every two years.

Adjunct Professor- California Baptist University:

- 4/2018 - Present. Virtual.
 - Teaches online psychological and behavioral courses.
 - *Classes taught:*
 - *PSY543: Evaluation and Treatment of Compulsive Disorders*
 - This course offers an intensive study of the biopsychological mechanisms underlying compulsive behaviors. Focus includes eating disorders, sexual compulsions, gambling, and internet addiction. Evidence-based treatment approaches are identified and related to their impact on health, wellness, and recovery.
 - Graduate Course
 - *PSY540: Psychodiagnostics (MFT Assessment)*
 - Applications of Intelligence Testing and Personality tests to diagnosis and therapy.
 - Graduate Course
 - *PSY598B: Greif & Loss Counseling*
 - This seminar explores the impact of grief and loss as it affects the individual and the family system. A lecture discussion format is utilized.
 - Graduate Course
 - *PSY536: Community Mental Health Counseling*
 - This course introduces the student to the contemporary context of community mental health settings. Course content emphasizes recovery-oriented treatment for severe mental illness, disaster and trauma response, services for victims of abuse, the homeless, foster care services, case management, client advocacy, in-home and in-school services, bilingual client services, professional collaboration and medical family therapy. This is an elective course for which students wishing to pursue licensure as a Professional Clinical Counselor in the State of California.

- Graduate Course
- *PSY545: MFT Counseling: Children & Adolescents*
 - This course introduces the processes of diagnosis, dynamics, and treatment of children and adolescents.
 - Graduate Course
- *PSY597A: Child Abuse-Neglect: Diagnosis & Treatment*
 - Examines the methods of assessment, reporting, and treatment of physical, sexual, and neglectful child abuse. Pass/Fail.
 - Graduate Course
- *PSY541: Empirically Based Approaches for Treating Adults with Severe Mental Illness*
 - Students gain an understanding of the history, goals, techniques, and research outcomes associated with interventions for adults with major depression, schizophrenia, bipolar disorder, obsessive-compulsive disorder, posttraumatic stress disorder, and borderline personality disorder. A specific focus will be on empirically based approaches for severe mental illness, including acceptance and commitment therapy (ACT), mindfulness-based cognitive therapy (MBCT), and dialectical behavior therapy (DBT).
 - Graduate Course
- *PSY598C: Aging & Mental Health*
 - This seminar addresses mental health issues in aging populations.
 - Graduate Course
- *PSY542: Play Therapy for Special Populations*
 - This course introduces the student to the major theoretical models of play therapy with an emphasis on special populations including children experiencing grief and loss, children placed in foster care, and children who have been physically abused, sexually abused or neglected.
 - Graduate Course
- *PSY525: MFT Counseling Technique*
 - This course introduces intervention techniques from a phenomenological, cognitive, behavioral and existential frame of reference.

- Graduate Course
- *PSY515 Human Sexuality*
 - Human sexuality focuses on the etiology, diagnosis and treatment of sexual dysfunction with an overview of physiology. It further examines the clinical, social and ethical issues in counseling persons with AIDS-related problems.
 - Graduate Course
- *PSY213: General Psychology*
 - This introductory course is a survey of the processes of adjustment, growth, learning, remembering, perception, sensation, socialization, and emotions. It is meant to better equip students to understand and articulate their own life experiences, as well as improve their understanding of the behavior of others; this course is a prerequisite to all other courses in Psychology.
 - Undergraduate Course
- *PSY346: Abnormal Psychology*
 - This course studies the dynamics, cultural implications and prevention of abnormal behavior including neuroses, psychoses, character disorders, psychosomatic reactions and other abnormal personality patterns. Textual and lecture attention will be given to the impact of the environment and oppressed populations in relation to abnormal behavior.
 - Undergraduate Course

Presence eTherapy, Clinical Manager:

- *December 2017 (acquired Global Teletherapy in 2021) - Present. Virtual.*
- Maintains a thorough understanding of, and prepared to report on, all assigned providers in terms of status updates and overall provider health by ownership of provider records in Salesforce.
- Guide provider empowerment experience including clinical onboarding, assignment readiness, cross-licensing, and ongoing support of the provider network to practice at the top of their license.
- Act as a conduit for escalations between providers and clients.
- Collaborates and communicates with clinical teammates to clinically match student service opportunities to providers.
- Facilitates provider communication with Presence of cross-functional teams.
- Provides coaching related to Presence processes and best practices.
- Leads live video sessions with providers to support provider learning and development.

- Serves as subject matter expert on the delivery of best-in-class clinical services.
- Provides timely support and resolution relative to provider's needs and escalated service concerns.
- Engages in efforts to improve the quality of services provided in our network, including participating in clinical process improvement projects as appropriate.
- Provide direct/consultative counseling services and maintain clinical caseload.
- Completes necessary paperwork and documentation (e.g., report cards, therapy SOAP notes, IEP updates, etc.).
- Technology skills: Google/G-Suite applications, Microsoft, Slack, Salesforce, EHR platform.

Global Teletherapy, Lead Mental Health Therapist:

- *12/2020 (began with company 12/2017) - Present. Virtual.*
 - Interviews prospective therapists.
 - Trains and post-trains selected therapists.
 - Supervises select therapists as assigned by the Managing Lead Therapist
 - Provides clinical support for selected therapists.
 - Communicates with and assess progress, troubleshoot, check on the completion/quality of paperwork for new therapists.
 - Observes and evaluate therapists for quality assurance purposes.
 - Plans and facilitates therapist huddles, lounges, and workshops.
 - Participates in the development of the Clinical Department.
 - Provide direct/consultative counseling services and maintain clinical caseload.
 - Completes necessary paperwork and documentation (e.g., report cards, therapy SOAP notes, IEP updates, etc.).
 - Collaborates with other departments such as holding liaison meetings for assigned schools and occasionally completing marketing tasks/projects.
- ***Global Teletherapy, School-Based Mental Health Counselor and Licensed Marriage & Family Therapist:***
 - *12/2017-12/2020. Virtual.*
 - Direct, consultative, and indirect services provided to clients as contracted by the company.
 - *Direct Services:* Individual and group treatment in social skills, emotional self-regulation, adjustment challenges, and post-graduation planning specifically related to autism spectrum disorder, ADHD, EBD, anxiety, depression, and communication disorders, such as selective mutism. Therapist also conducts risk assessments and provide crisis interventions, identifies and reports child abuse and neglect when needed.

- *Consultative services:* Collaboration with parents, case managers, and other stakeholders (i.e. medical, special education, occupational therapy, and other mental health professionals).
- *Indirect Services:* IEP/504 and evaluation results review, case conceptualization, goal formulation, treatment planning, and progress summary reporting; documents in Electronic IEP Database System.
- Conducts therapy through a live videoconferencing platform that follows HIPAA standards; maintains clinical documentation.
- Advocates for early intervention, wraparound support services, and engagement strategies; educates the student body on mental health related issues.
- Advanced use of G Suite products.

Precision Consulting, Academic Consultant/Writer/Editor (Virtual):

- *6/2017- 8/2018*
 - Serves as an academic coach for Graduate/Doctoral level students.
 - Assists students with academic writing.
 - Offers personalized, comprehensive, and friendly support during consultation via phone and/or email.
 - Provides dissertation/research editing services to current graduate students.
 - Assists with APA formatting, grammar, flow, and structure.

San Bernardino County Superintendent of Schools, Licensed Marriage and Family Therapist:

- *06/2016 – 6/2018. San Bernardino, California*
 - Conducted individual and group counseling sessions, interviews, assessments, and observations in a school-based setting.
 - Provided services for General and Special Education.
 - Identified the counseling needs of at-risk students.
 - Provided counseling intervention services to meet the needs of individuals, groups, and families.
 - Prepared reports, documents and other forms of correspondence to support counseling services for students; acts as a resource for community referrals.
 - Developed and implemented appropriate counseling services and interventions.
 - Worked independently, maintains accurate records, establish and maintain effective working relationships with a variety of individuals and groups.
 - Established and met deadlines.
 - Communicated effectively both orally and in written form.

Recovery Innovations International, Crisis Stabilization Unit, Shift Coordinator/Marriage and Family Therapist Intern:

- *11/2015 – 11/2017. Riverside, California*
 - In partnership with the person being served (18 years of age and older), developed a recovery service plan.
 - Diffused crisis situations using effective tools and coping strategies.
 - Developed and recorded an individualized Recovery and Wellness plans; coordinated discharge plans.
 - Documented information and service provided in electronic data base assuring continuity of the service record and as a tool for communication with other team members.
 - Partnered with the participant to obtain collateral information from the person's support team such as family members, friends, case manager and other area programs, based on the person's preferences.
 - Determined a provisional diagnosis, obtains documentation of medical necessity, and submits authorizations for service in a timely fashion.
 - Facilitated supervision to peer supporters/recovery coaches.
 - Acted as an advocate for the needs and rights of every person.
 - Attended consultation/supervision regularly.

Prototypes, Marriage & Family Therapist Intern:

- *2/2016 – 2/2017. Pomona, California (per diem/independent contractor)*
 - Conducted individual child, adult, and family therapy; clinical assessments and diagnosing; treatment plans, and progress notes.
 - Assisted with various programs, such as AB109, CRP, and CalWORKs.
 - Completed DMH documentation in a timely manner.

Mesa Counseling Services, MFT Trainee (San Bernardino County):

- *7/2014 to 7/2015. Rialto, California*
 - Conducted clinical assessments, wrote treatment plans and interdisciplinary notes, and provided therapy for children, adolescents, adults, and families who were suffering with various mental disorders. In addition, facilitated social skills and bullying group.
 - Attended weekly team meetings.
 - Attended weekly group and individual supervision.

Community Counseling Center, CSUSB, Practicum Trainee:

- *09/2013 to 6/2014. San Bernardino, California*

- Provided a safe and confidential environment in which clients made progress in therapy, took progress notes, provided clients with receipts, and made phone calls.
- Worked with a variety of mental health issues including generalized anxiety, anger, depression, shame-based sense of self, early trauma, relationship difficulties, and problems individuating.
- Attended weekly group supervision.

Tutor and Student Assistant, Social and Behavioral Writing Lab at CSUSB:

- *06/2012 to 3/2015, San Bernardino, California*
 - Assisted students with their writing (grammar, flow, citations, and formatting).
 - Helped students with various types of research papers, personal statements, and essays.
 - Answered phone calls, scheduled appointments, and managed files.

VOLUNTEER/RESEARCH EXPERIENCE:

Teaching Internship:

- *1/2014 to 3/2014, San Bernardino, California*
 - Guest lecturer in an Abnormal Psychology class.
 - Created a syllabus/lecture
- Class observations of various psychology courses.

Research Assistant:

- *2011 to 2013, San Bernardino, California*
 - Served on a team involved in learning about Community Based Participatory Research (CBPR).
 - Worked at Rainbow Pride Youth Alliance and I served as a mentor for the LGBTQ youth.

Volunteer at House of Ruth:

- *2012 to 2013, Pomona, California*
 - Completed a 40-hour domestic violence 101 training, worked in the shelter.

RESEARCH PRESENTATIONS:

Flores, E. (2017, September). Anorexia Nervosa: Treatment Implications. Presented at California Southern University, Costa Mesa, CA.

Flores, E., & Chavez, D. (2013, April). Sexual Orientation and Eating Disorders: Is Family Acceptance A Contributing Factor? Presented at the Western Psychological Association, Reno, NV.

Flores, E., & Villegas, C. (2012, June). Wasting Away Pound by Pound: The Truth About Male Anorexia. Presented at California State University, San Bernardino, CA.

AWARDS/HONORS:

Graduated with Doctorate Degree, Summa Cum Laude	10/2017
Awarded with Psychology Honors	6/2013
Graduated with Honors from CSUSB	6/2013
First place winner of the Social and Behavioral Writing Symposium	6/2012
Dean's List for nine quarters	
Therapist of the Month	4/2018
Outstanding Adjunct Faculty Award (CSUSB)	6/2022
Outstanding Adjunct Faculty Award (CSUSB)	6/2025