

# Jessica Hoffman, LCSW

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## Education

Ball State University – Muncie, IN

College of Science & Humanities: Master of Social Work

Graduated: July 2020

Ball State University – Muncie, IN

College of Science & Humanities: Bachelor of Social Work

Graduated: July 2013

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## Experience

Ball State University – Social Work Department

Muncie, IN

Assistant Clinical Lecturer – Full Time

August 2025 – Present

- Providing lectures, preparing and overseeing individual/group assignments, and giving tests to BSW and MSW students.
- Developing and designing curriculum plans to stimulate class discussions and ensure student engagement.
- Providing tutoring and academic counseling, assessing student coursework, and assisting students throughout the class.
- Tracking attendance, administering tests, recording grades, and selecting and obtaining materials and supplies.
- Responding accordingly to ensure everyone needs are met to help each student succeed.

Ball Memorial Hospital – Outpatient Behavioral Health

Muncie, IN

Mental Health Therapist - LCSW

June 2022 – August 2025

- Implements and maintains the IU Health Behavioral Health program's philosophy, principles, and procedures in all facets of performance.
- Provide services and conduct self in a manner consistent with the NASW profession Code of Ethics.
- Assess or provide evidenced based therapy, including EMDR, counseling, intervention and/or education to clients in a professional manner.
- Provide clinically appropriate treatment based on mental health assessment and treatment plans.
- Complete timely and accurate documentation.
- Assure continuous reimbursable sessions for assigned clients.
- Fully participate in staff development opportunities offered to enhance professional growth, especially to maintain license, certification, or identified program performance skills.
- Participate in planned supervision and staffing as needed.

Ball State University – Social Work Department

Muncie, IN

Adjunct Faculty – Part Time

August 2022 – May 2024

- Providing lectures, preparing and overseeing individual/group assignments, and giving tests.
- Developing and designing curriculum plans to stimulate class discussions and ensure student engagement.
- Providing tutoring and academic counseling, assessing student coursework, and assisting students throughout the class.
- Tracking attendance, administering tests, recording grades, and selecting and obtaining materials and supplies.
- Responding accordingly to ensure everyone needs are met to help each student succeed.

Youth Opportunity Center

Muncie, IN

Residential Director

May 2021 – June 2022

- Oversees staff development (delivers training and mentoring to all team members and implements team-building activities as needed).
- Works in collaboration with the assigned Clinical Director to assess the effectiveness of the program, make recommendations for program changes, as needed, and ensure appropriate program implementation.
- Understands and helps to meet the needs of the Youth Opportunity Center's primary customers: the child, family, Courts, Juvenile Probation Department, Department of Child Services, and the schools. Works with designated Directors to seek resolution when problems arise.
- Participates in an "on-call" rotation to address emergencies and is available for crisis situations when needed.
- Maintains knowledge of policies and procedures, master contract requirements, DCS service standards, and standards set by other governing agencies or accrediting bodies and ensures compliance.
- Maintains a physical presence in assigned programs. Engages in program/campus activities, interacting with staff and residents, and attending/participating in events.
- Assists with the short-term planning process for assigned programs/departments.
- Works collaboratively with the YOC Foundation relating to grants, donations, and special projects.

## Director of Quality Assurance

December 2019 – May 2021

- Oversees all aspects of the PQI process and implementation of the organization's PQI plan (i.e., committee work, official record-keeping, preparing standardized reports, sharing PQI findings, etc.).
- Regularly reports areas of concern to management and provides feedback and direction related to treatment, quality assurance, outcomes, and corrective action to be taken.
- Assumes responsibility for all aspects of the institutional child abuse and resident injury reporting process.
- Provides follow-up assessment and recommendation to the Management Team and program directors related to supervision, treatment, training, and personnel.
- Monitors compliance with YOC policies, State Regulations, and Council on Accreditation standards.
- Follows up with grievances to achieve a solution-focused outcome.
- Assists the Director of Compliance with Identifying, assessing, and monitoring organizational risk.
- Provides guidance, support and direction to all assigned staff and departments through individual and group supervision and team meetings.

## Cottage Manager

April 2015 - December 2019

- Oversaw the treatment progress of 12-14 at-risk male youth with various mental and behavioral health concerns.
- Attended and represented the Youth Opportunity Center at resident's court hearings that determined their future placement.
- Created and maintained accurate documentation of resident's court recommendations, court summaries, incident report follow ups, movement, and initial intake assessment.
- Oversaw intakes, transitions, and discharges of residents.
- Ensure resident safety planning is implemented appropriately to ensure the safety of themselves and others.
- Maintains consistent, professional communication with members of each resident's treatment team in and outside of the organization.
- Supervised and coached 10-15 staff members in their daily roles in order to best provide services for the youth in our program.
- Maintains client records in accordance with internal and external standards.

## Skillbuilder

January 2015 – April 2015

- Provided consistent weekly individual or group skill building sessions with residents.
- Completed required documentation, such as progress notes, in accordance with all established timelines.
- Utilized resources to provide the most effective tools and methods for addressing and setting behavioral goals during skill building sessions.
- Met consistently with assigned Meridian supervisors and Cottage Manager to address programmatic/clinical issues that impact the skill building services of residents in care. Worked collaboratively with the treatment team to resolve issues and pursue effective treatment.

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## Honors, Memberships, and Certifications

RQI - First Aid

Expires June 25th, 2028

RQI CPR – Infant, Child, and Adult

Expires June 25th, 2028

RQI – Child and Adult

Expires June 25th, 2028

EMDR Basic Trained

Does Not Expire

## Achievements

Youth Opportunity Center - Middle Manager of Award of Distinction

May 2021

Youth Opportunity Center – Frontline Supervisor Award of Distinction

November 2018

Youth Opportunity Center – Assurance of Quality Award

November 2015

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## Professional Participation

Testified on behalf of House Bill 1126 at the Indiana State House

January 2022

Bachelor's Social Work Practicum Supervisor

January 2014 – June 2022

EMDR Basic Training

September 2023

EMDR Advanced Training – Blocking Beliefs, Shame, Avoidance

June 2025