

# MACKENZIE GATES, LMSW

## PROFESSIONAL EXPERIENCE

### TEEN LIFELINE

Phoenix, Arizona  
April 2023 - Present

#### Prevention Coordinator

- Coordinate partnerships with over 187 districts, schools and community agencies annually to implement suicide prevention strategy, focusing on peer-led initiatives and strengthening protective factors
- Provide oversight, implementation and evaluation of four Prevention programs, serving over 8,000 individuals annually
- Develop, oversee and evaluate 10 unique workshop curricula with over 4,700 annual participants, resulting in an 84% increase in help-seeking behavior, intervention skills and knowledge of topic post-workshop
- Coordinate over 120 workshops annually for professionals, school and district staff, and students on adolescent-centered mental health topics, leading to the referral of 483 students to school or community counseling in 2023
- Supervise master-level Prevention Service Specialists, Hotline Supervisors and Peer Counselor volunteers

#### Hotline Supervisor

June 2019 - Present

- Support, train, engage with and supervise teen Peer Counselor volunteers answering over 40,000 crisis calls and texts annually on the hotline
- Provide crisis and/or suicide assessment, treatment planning, and appropriate referrals
- Update training materials and referrals

#### Prevention Specialist

June 2019 - April 2023

- Facilitated over 300 trainings on adolescent-centered mental health topics through lectures, readings and resources, class discussions and other activities to engage students and adults
- Updated and developed agency curricula for staff and students
- Disseminated information about agency programming to schools and communities through tabling and outreach events
- Assisted development and updated eLearning courses on Suicide Prevention, Intervention, and Self Care
- Created and evaluated assessments and assignments for agency usage

### DOROT

New York City, New York  
August 2018 - May 2019

- Recruited for and implemented two, year-long intergenerational initiatives, facilitating meaningful connections between 40 older adults and youth, resulting in reduction of social isolation in participating older adults
- Provided individualized casework support to socially and physically isolated clients, conducting comprehensive assessments, developing tailored care plans, and offering counseling and resource referrals

### ARION CARE SOLUTIONS

Phoenix, Arizona  
June 2016 - May 2018

#### Direct Care Provider

- Provided respite and habilitation services for children with intellectual and developmental disabilities
- Assisted in retaining and improving client's socialization and adaptive skills
- Collaborated with the treatment team to ensure treatment integrity and effective implementation of treatment plan while maintaining consistent and reliable care

### EVERYBODY MATTERS AZ

Phoenix, Arizona  
August 2017 - May 2018

- Provided trauma-informed social emotional support that focuses on improving coping skills and overall learning capacity on an individualized level for twenty emotionally vulnerable K-12 Students with inadequate access to care
- Organized event with local optometrist to provide free services and glasses to Title I elementary schools, resulting in over forty children being successfully seen/given glasses
- Created and implemented an 8-week social skills curriculum for primary aged students, tested on three groups of students in 1st-3rd grade
- Created documents to help increase organizational success (i.e. Interactive Treatment Plan designed for K-12 clients, Maslow's Hierarchy of Needs for Teachers- presented at several conferences)

## EDUCATION

### COLUMBIA UNIVERSITY

Columbia School of Social Work

*Master of Science in Social Work*

New York, NY

### ARIZONA STATE UNIVERSITY

School of Social Work

*Bachelor of Social Work*

Tempe, AZ

## ADDITIONAL INFORMATION

### Areas of Research and Practice

Traumatic death and grief including: suicide, suicide prevention, crisis intervention, crisis hotlines/resources, homicide, traumatic grief, etiology, epidemiology, culturally appropriate interventions, assessment techniques, safety planning, coping, social support, solution focused brief therapy, program development, curriculum development, conflict resolution, evaluation, Non-Suicidal Self-Injury (NSSI).

### Trainings and Certifications

- Trainer of: More Than Sad, ASIST, SafeTALK
- Certifications/Trainings: Critical Incident Stress Management (CISM), Critical Incident Stress Debriefing (CISD), Solution Focused Brief Therapy (SFBT), Trauma Informed Care (TIC)
- Experience with Contact Management Software, Microsoft Programs, Google Programs, Trello, and Salesforce
- Experience with Learning Management Systems: Canva, Blackboard

### Teaching and Instructional Activity

- Undergraduate Courses
  - ASU101-CSE: The ASU Experience
- Peer Counselor Training Course: Working with Youth in Crisis
  - Sexuality and Gender Identity
  - Abuse, Sexual Assault and Dating Violence
  - Suicide and Self-Injury
  - Mental Health and Mental Illness
  - Coping Skills, Replacement Techniques and Solving Unsolvable Problems
- Workshops for Adolescents:
  - Suicide Prevention
  - Stress Management and Coping Skills
  - Conflict Resolution and Health Relationships
  - Grief and Loss
  - American Foundation for Suicide Prevention: More Than Sad
- Workshops for Parents, Educators, Clinicians and other Professionals:
  - Suicide Prevention
  - Stress Management and Coping Skills for Youth
  - Conflict Resolution and Healthy Relationships
  - Conflict Resolution and Student Mediation
  - Communication Skills and Adolescents
  - Grief and Loss: Tools for Working with Students
  - Suicide Clinical Intervention Skills Training
  - Non-Suicidal Self-Injury
  - American Foundation for Suicide Prevention: More Than Sad
  - LivingWorks: SafeTALK
  - LivingWorks: Applied Suicide Intervention Skills Training
- eLearnings
  - Teen Lifeline: Suicide Intervention Skills
  - Teen Lifeline: Postvention, What to do After a Suicide or Crisis
  - Teen Lifeline: Self-Care for Educators

## **Development of New Curriculum**

- Teen Lifeline: Suicide Prevention
- Teen Lifeline: Stress Management and Coping Skills for Youth
- Teen Lifeline: Conflict Resolution and Healthy Relationships
- Teen Lifeline: Conflict Resolution and Student Mediation
- Teen Lifeline: Suicide Clinical Intervention Skills Training
- Teen Lifeline: Non-Suicidal Self-Injury
- Teen Lifeline: Impact of Trauma on Learning and Behavior

## **Boards and Consulting**

(2024) Consultant, Tempe Union High School District, *Social Emotional Wellness Committee- SEW/Mental Health Policy and District Wellness Policy*

(2024) Writer, HB 2859 Teen Suicide Awareness Special Plate Bill

(2024) Youth Committee Chair, *Arizona Suicide Prevention Coalition*

(2023) Development of *Student Mediation Tool and Curriculum* for Peoria High School Staff and Clinicians

(2022) Consultation and joint Development, *Assessment Tools* for Washington Elementary School District

(2021) Development of four Assessment Tools for Phoenix Union High School District 1. *Risk Assessment* 2. *Next Steps After Intervention* 3. *Safety Plan* 4. *Re-entry Plan*

(2021) Consultation and joint development of Assessment Tools and Suicide Pre, Inter, and Postvention Policy for Tempe Union High School District

(2021) Consultant, Phoenix Elementary School District, *Postvention and How to Respond After Student Death or Hospitalization*