



Dr. Tania Glenn & Associates is a clinical practice based in Central Texas. The practice has provided counseling services, consultation and training for thirty years to its customers. The sole purpose of the practice is to assist first responders and veterans in addressing trauma, stress, resilience and post-traumatic stress mitigation. Tania has also developed the highest standard for training and implementing peer support programs.

## **VISION**

Our vision is to provide the best and most effective care for our clients through proven counseling and consultation techniques for patients experiencing mental health issues such as anxiety and mood disorders, family/relationship issues, stress, trauma, and Post-Traumatic Stress Disorder (PTSD).

## **MISSION**

As a clinical practice based in Austin, TX, Tania Glenn and Associates, PA provides counseling, consultation, and training in the mental health arena. Tania Glenn and Associates, PA, along with the Trauma Defense Team, is dedicated to serving the mental health needs of veterans, first responders and their families, both locally and nationally through the use of effective, appropriate, and proven interventions.

## **PHILOSOPHY**

Tania Glenn and Associates, PA treat all clients with dignity and respect; we work as diligently as possible to assist our clients in achieving their desired outcomes. We help our clients set and achieve personal and professional long- and short-term goals based on where they are in life and where they want to be. Ultimately, our goal is to find and build on individual strengths while providing a safe, casual and nurturing environment for our clients to feel comfortable and motivated to do therapeutic work.

The practice is located in both Texas and Arizona and is able to perform all work functions in the state of Texas.

The point of contact is as follows and interviews can be done in person or virtually.

Tania Glenn, PsyD, LCSW, CCTP

1001 Cypress Creek Rd., Suite 403

Cedar Park, TX 78613

[taniaglenn@gmail.com](mailto:taniaglenn@gmail.com)

512-323-6994 office

512-922-4265 mobile

512-323-9490 fax

## Organizational Structure

Tania Glenn, Principal, Therapist and owner of the practice- Cedar Park, TX

Maggie Bradford, Team Lead, Therapist and Referral Coordinator – Cedar Park, TX

Monica Cluin, Peer Support Coordinator, Therapist – Cedar Park, TX

Rebecca Thomas, National Customer Representative, Therapist – Cedar Park, TX

Jaclyn Roberts, Therapist – Cedar Park, TX

Kayla Cloud, Therapist – Cedar Park, TX

Kristen Nordeen, Therapist – Buda, TX

Misty Kent, Therapist – Seguin, TX

In the past six months, Rebecca Thomas and Kayla Cloud have spent 20% of their time in the Buda office to cover the fast growth of the practice in that region, and also to cover the patient load as Misty Kent opened and established services in the Seguin office in November 2021. Misty has transitioned from 100% of her time in the Buda office to 100% of her time in the Seguin office. Kristen Nordeen now covers the Buda office 100% of the time.

Buda Office:

610 Main St.

Suite 2

Buda, TX 78610

Seguin Office:

113 S. River St.

Suite 105

Seguin, TX 78155

## Therapists and Credentials

Tania Glenn, PsyD, LCSW has thirty years of experience working with first responders in the aftermath of trauma. She deployed to the Oklahoma City bombing, Ground Zero after 9/11, Hurricane Katrina, the Dallas police officer shootings, the Ft. Lauderdale airport active shooter and the Uvalde school shooting. She is trained in Eye Movement Desensitization and Reprocessing (EMDR).

Maggie Bradford, LPC has been with the practice for three years. She has deployed to numerous critical incidents including ones experienced by WCES. She is trained in EMDR.

Monica Cluin, LMSW has been with the practice for two years. She has deployed to numerous critical incidents including ones experienced by WCES. She is trained in EMDR.

Rebecca Thomas, LMSW has been with the practice for two years. She has deployed to numerous critical incidents both locally and nationally. She is trained in EMDR.

Kayla Cloud, LPC-A has been with the practice for two years. She has deployed to numerous incidents involving our Hays County customers, as well as in Marble Falls and Round Rock.

Misty Kent, LPC covers our Seguin office. She has deployed to numerous incidents in Hays County and most recently the Uvalde shootings. Misty is trained in EMDE.

Kristen Nordeen, LPC-A covers the Buda office. She is our newest member of the team. She has a significant background in providing trauma therapy to individuals.

## References

Chief Teresa Gardner, Austin/Travis County EMS 512-750-5640

Chief David Smith, San Marcos/Hays County EMS 512-738-1851

Also, I would like to reference the last five years of work performance with WCES and WCEC. My practice has consistently provided high-quality services in counseling, peer support training and crisis intervention for employees. The practice was also placed on the leading edge of trauma education when COVID 19 started, placing Williamson County on the national platform as the leaders in managing stress through a very difficult time. The videos were viewed thousands of times with full credit given to Williamson County.

## Scheduling and Availability

Our hours of operation include traditional business hours plus evenings and weekends. Additionally, all departmental leadership have Tania Genn's personal cell phone and are able to call 24/7 for crises. The team consists of eight full-time therapists. We respond to crises after hours and offer emergency sessions. During the pandemic we remained in person and offered virtual therapy as well. Patients are typically seen within one to three days of their initial call. Calls are returned within three hours. Tania Glenn & Associates prides itself on its customer service and availability to its clients.

## Additional Resources

### PUBLICATIONS - BOOKS

- Glenn, T. (2022) Hearts Under the Headsets: Enhancing Resilience for Telecommunications Professionals. Progressive Rising Phoenix Press.
- Glenn, T. (2021) This Is Our Normal. Progressive Rising Phoenix Press.
- Glenn, T. (2021) I've Got Your 6: Peer Support for First Responders. Progressive Rising Phoenix Press.
- Glenn, T. (2020) Smashing the Stigma and Changing the Culture in Emergency Services. Progressive Rising Phoenix Press.
- Glenn, T. (2020) First Responder Families: Caring for the Hidden Heroes. Progressive Rising Phoenix Press.
- Glenn, T. (2019) Code Four: Surviving and Thriving in Public Safety. Progressive Rising Phoenix Press.
- Glenn, T. (2017) First Responder Resilience: Caring for Public Servants. Progressive Rising Phoenix Press.
- Glenn, T. (2017) Protected But Scared. Progressive Rising Phoenix Press.

Tania has also written numerous articles for public safety publications. Given the volume of articles versus limited space here, she would be happy to share her curriculum vitae.

## Scope of Work Recommendations

Exhibit A on the RFQ is blank. After five years of working with WCES, my goal would be to continue the level of customer service and clinical care that the agency requires. My practice would continue to return all calls in a timely manner, schedule clients as quickly as possible and continue to care for the employees the way we have. We would also continue to respond to crises, train and clinically guide the peer support team and maintain the cutting edge methods of restoring resilience the best of our ability.