

Chrystal L. Shoup D'Aquila, MA, LPC

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EDUCATION

Southern Connecticut State University, New Haven, CT

Ed.D., Counselor Education and Supervision (anticipated May 2027)

Dissertation: Private Practice Counselors' Experiences with Private Health Insurers: A Critical Qualitative Inquiry (IRB approved March 2026; Proposal defended May 2026)

University of New Haven, West Haven, CT

M.A., Community Psychology, Concentration in Clinical Counseling (May 2015)

Certificate in Applied Psychology

Cumulative GPA: 3.86

Boise State University, Boise, ID

B.S., Political Science (American Government), Minor: Sociology and Philosophy (December 2008)

LICENSURE & CLINICAL TRAINING

Licensed Professional Counselor (LPC) since 2017, State of Connecticut (active)

Clinical training includes EMDR, DBT, Cognitive Processing Therapy, Prolonged Exposure, TF-CBT.

ACADEMIC APPOINTMENTS

Adjunct Faculty (Graduate Counseling) | Fairfield University, Fairfield, CT | August 2024–Present

- Designed and delivered graduate counseling coursework including Diagnosis, Trauma and Crisis, and Career Counseling.
- Developed course content aligned with CACREP standards and program learning outcomes.
- Mentored graduate counseling students regarding professional development, ethics, and career readiness.
- Monitored professional dispositions and student performance aligned with CACREP expectations.

Adjunct Instructor | University of New Haven, West Haven, CT | August 2016–Present

- Designed and delivered undergraduate coursework in Introduction to Psychology, Case Management, Abnormal Psychology, and Child Development.
- Developed syllabi and assignments aligned with course objectives and student learning outcomes.
- Adapted course delivery across on-ground, synchronous, and asynchronous modalities.
- Supported students' academic progress and career exploration through applied learning activities and mentoring.

Adjunct Lecturer | Connecticut State Community College System (Middlesex & Gateway), CT | January 2016–Present

- Developed and delivered psychology coursework in traditional, hybrid, synchronous, and asynchronous formats.

- Collaborated with department and site coordinators to address student concerns and academic supports.
- Implemented varied assessment strategies to support diverse learning needs.
- Supported student academic skill development, including writing and research literacy.

COURSES TAUGHT

Graduate: Diagnosis; Trauma and Crisis Counseling; Career Counseling; Social Inequalities; Counseling Skills

Undergraduate: Introduction to Psychology; Lifespan Development; Child Development; Abnormal Psychology; Case Management

GUEST LECTURES / INVITED TEACHING

- Guest lecture (Stages of Change Model), Dietetic Internship, Nutrition & Dietetics Department, University of New Haven | 2017–2021.

CLINICAL EXPERIENCE

Therapist/Owner | Foundations Counseling, LLC, Hamden, CT | May 2018–Present

- Provide trauma-informed counseling services to children, adults, couples, and families using evidence-informed modalities (EMDR, CBT, DBT).
- Complete screenings and intake assessments; develop and implement treatment plans.
- Coordinate with community agencies and referral sources to support continuity of care.
- Maintain clinical documentation, billing, and client records; manage business operations including EMR and compliance tasks.

Outpatient Therapist | Inner Strength Counseling, LLC, Derby, CT | January 2017–May 2018

- Provided individual, couples, and family counseling using trauma-informed approaches.
- Created, implemented, and monitored treatment planning; supported case coordination and referral needs.

Program Manager | Wheeler Clinic, MST IPV, Plainville, CT | June 2017–October 2017

- Supported development and implementation of an evidence-based IPV-focused family program.
- Led clinician recruitment, interviewing, onboarding, and training.
- Provided clinical supervision and administrative oversight, including model training and fidelity monitoring.
- Implemented program procedures, assessments, and workflow practices to support service delivery.

Clinician | Wheeler Clinic, MST FIT, Plainville, CT | June 2015–June 2017

- Provided intensive, community-based treatment to justice-involved youth and families.
- Participated in weekly individual and group consultation; monitored treatment outcomes and progress.
- Collaborated with families, community stakeholders, and systems partners.

Intern | Cornell Scott–Hill Health Center / Child & Family Guidance Clinic, New Haven, CT | September 2014–May 2015

- Provided individual, family, and group counseling services to children.
- Completed biopsychosocial assessments, treatment planning, and clinical documentation.
- Supported families with crisis intervention and ongoing treatment planning.

Domestic Violence Advocate / Case Manager | Umbrella Center for Domestic Violence, Ansonia, CT | April 2014–May 2015

- Provided crisis response and case management services to survivors of domestic violence.
- Facilitated counseling groups and provided hotline coverage.
- Maintained clinical and administrative records and documentation.

PRACTICUM EXPERIENCE

Doctoral Practicum | Gateway Community College Career Center, New Haven, CT | January 2026–Present

- Provided individual career advising to college students on career exploration, goal-setting, and professional development.
- Supported students with resume development, job search strategies, and career readiness skills.
- Designed and facilitated career competency workshops for diverse student populations.
- Received individual and group supervision from Kat Ahern, LPC, Director of Career Services.

SUPERVISION & TRAINING EXPERIENCE

- Provided clinical supervision and training to newly hired clinicians in a program management role, including documentation expectations, ethical decision-making, and model implementation.
- Supported supervision and consultation practices within team-based treatment environments (individual and group consultation formats).

PROGRAM DEVELOPMENT & ACCREDITATION EXPERIENCE

Graduate Assistant (Program Development / Accreditation Support) | University of New Haven, West Haven, CT | April 2014–May 2015

- Supported development of a Dietetic Internship Program aligned with ACEND accreditation standards.
- Coordinated preceptor sites and assisted with internship curriculum planning and implementation.

RESEARCH INTERESTS

Structural and administrative demands in behavioral healthcare; private insurance oversight and counselor wellbeing; burnout and Job Demands–Resources (JD-R) framework; practice sustainability; implications for counselor education and supervision.

RESEARCH TRAINING

CITI Program: Human Subjects Research / Social & Behavioral Research (Completed: September 2024)

PUBLICATIONS

Shoup D'Aquila, C. L. (under contract). Operant Conditioning. In American Counseling Association (Ed.), *ACA encyclopedia of counseling* (2nd ed.). American Counseling Association.

Shoup D'Aquila, C. L. (under contract). Schedules of reinforcement. In American Counseling Association (Ed.), *ACA encyclopedia of counseling* (2nd ed.). American Counseling Association.

Shoup D'Aquila, C. L. (manuscript under review). Financialization of Mental Health Care: Implications for the Counseling Workforce. Manuscript submitted for publication to *The Professional Counselor*.

EDITORIAL & MANUSCRIPT REVIEW

Manuscript Reviewer, W. W. Norton & Company — *Introductory Psychology* (Bridgette Martin Hard), 2026 (completed)

Felton, N. (in development). *Abnormal psychology in the 21st century* (1st ed.). Cognella. Served as manuscript reviewer, February 2025.

PROFESSIONAL PRESENTATIONS

Completed

Shoup D'Aquila, C. L. (2025). *Gatekeepers of care: Counselors navigating the private health insurance industry through the Job Demands–Resources framework*. Poster presented at the Connecticut Counseling Association Counseling Connections, Cromwell, CT.

Submitted / Under Review

Shoup D'Aquila, C. L. (2026, September). *Preparing counselors for structural job demands: A job demands-resources informed framework for counselor education*. Roundtable accepted to the North Atlantic Region Association for Counselor Education and Supervision, New Hampshire.

Shoup D'Aquila, C. L. (2026, September). *Is counselor burnout structural? Rethinking insurance, identity, and advocacy*. Roundtable accepted to the North Atlantic Region Association for Counselor Education and Supervision, New Hampshire.

Shoup D'Aquila, C. L. (2026, September). *Structural job demands in private practice: Implications for counselor education and workforce sustainability*. Poster accepted to the North Atlantic Region Association for Counselor Education and Supervision, New Hampshire.

Shoup D'Aquila, C. L. (2026, November). *A job demands–resources framework for counselor workforce sustainability*. Education session accepted to the Southern Association for Counselor Education and Supervision, Louisville, KY.

Shoup D'Aquila, C. L. (2026, November). *Insurance structures and counselor workforce sustainability: A systems dialogue*. Roundtable accepted to the Southern Association for Counselor Education and Supervision, Louisville, KY.

Shoup D'Aquila, C. L. (2027, Spring). *Managed care, unmanaged stress: Counselors in private practice*. Education session proposed to the American Counseling Association Annual Conference.

GRANTS, SCHOLARSHIPS, & AWARDS

Received

Outstanding Graduate Student Award, University of New Haven (2015)

Graduate Student Scholarship, Southern Connecticut State University (2025)

Kappa Delta Pi, Upsilon Lambda Honor Society (2025)

Chi Sigma Iota, Alpha Chi Chapter, International Counseling Honor Society (2026)

Early Career Counselor Educator Research Award, Connecticut Association of Counselor Educators and Supervisors (2026)

Graduate Students Association Travel Award, [Southern Connecticut State University], 2026. Funded attendance and presentation at the North Atlantic Regional Association of Counselor Education and Supervision (NARACES) Conference

PROFESSIONAL SERVICE

President-elect, Connecticut Association of Counselor Education & Supervision | July 2026–July 2027

- Supporting organization president in furthering mission and strategic planning of organization.

CACREP Student Representative | Southern Connecticut State University, New Haven, CT | August 2025–Present

- Supported CACREP self-study activities and program development initiatives in collaboration with faculty.

AP Exam Grader | College Board | June 2025–Present

- Evaluated student responses using standardized rubrics; participated in scoring calibration.

President, Community Psychology Club | University of New Haven, West Haven, CT | 2014–2015

- Coordinated student programming and campus collaborations; supported community engagement initiatives.

PROFESSIONAL AFFILIATIONS

American Counseling Association (2024–Present)

National Association for Counselor Education and Supervision (2024–Present)

American Psychological Association (2016–Present)

Connecticut Society for Psychoanalytic Psychology (2017–Present)

Connecticut Counseling Association (2025–Present)

Chi Sigma Iota, Alpha Chi Chapter: Member at Large, Counselor Education and Supervision, Southern Connecticut State University (2026–2027, nominated)