SMILE THERAPY SERVICES LLC
TRANSFORMING INDIVIDUALS FROM THE INSIDE OUT

**Creating Healthy Workplaces, One Organization at a Time**

# CAPABILITY STATEMENT

## Our Company

***SMILE Therapy Services*** specializes in behavioral health, wellness, professional development and leadership development services with a holistic, culturally sensitive, and outcomes-focused approach to increase employee engagement, retention, productivity and overall wellness.

## Key Differentiators

Cultural Competence and Diversity
Rapid Response Crisis Support
Evidence-Based Practices
Licensed Expert Facilitators
Highly Customized Solutions

## Company Information

**UEI: GF4BNMJTFC42|Cage Code: 81EM6**
**8(a)-2029 Expiration, Women Owned Small Business**

SBA 8(a) CERTIFIED | Gallup Certified Strengths Coach | CBE | NMSDC | WBENC

## NAICS

621330 - Offices of Mental Health Practitioners
611430 - Professional and Management Development Training
624190 - Other Individual and Family Services
621420 - Outpatient Mental Health and Substance Abuse Centers
561499 - All Other Business Support Services
541611 - Administrative Management and General Management Consulting Services

## Contact Us


Christi Venable, Managing Member
**Smile Therapy Services LLC**
307 K Street Washington, DC 20001
P: 240-324-6524
E: cvenable@smiletherapyservices.com
www.smiletherapyservices.com


## Core Competencies

Our competencies collectively contribute to the effectiveness of employee mental health training programs, fostering a psychologically safe workplace culture.

*Preventative Wellness Solutions*
- Employee Wellness Workshops
- Wellness 1-1 Coaching Sessions
- Employee Resource Group (ERG) Wellness Support

*Leadership and Management Development Training*
- Creating Psychologically Safe Workspaces
- CliftonStrengths Leadership Training and Coaching
- Conflict Resolution, 360 Feedback Assessments
- Executive Wellness Coaching
- Soft Sills Training i.e. Emotional Intelligence (EQ), Resilience, Conflict Resolution, Mindfulness, etc.

*Artificial Intelligence*
- AI Integration to Improve Business Operations
- AI Upskilling Training

Professional Development Training
- Communication and interpersonal skills
- Diversity, Equity, Inclusion and Accessibility

*Consultation & Advisory Services:*
- Organizational Assessments and Evaluations
- Strategic Planning & Implementation
- AI Solutions to Improve Efficiencies

*Resource Development:*
- Educational Materials (guides, toolkits, and digital content)
- Digital Platform Development and Management

*Program/Project Management*
- Oversee and manage complex programs/ projects
- Provide staffing for contracts and programs



SMILE THERAPY SERVICES LLC
TRANSFORMING INDIVIDUALS FROM THE INSIDE OUT

# Key Successes

## Microsoft

**Problem:**
Microsoft identified a need for diverse and inclusive wellness support for employees who identify as Black or Brown. These employees required specific wellness assistance to navigate community challenges such as racial unrest, events like George Floyd, and leadership improvement in emotional intelligence. Additionally, there was overall preventative wellness needs and crisis wellness support requirement for employees and managers affected by the Israel and Palestine war.

Solution:
Collaborated with leaders of black and brown employee resource groups to assess needs. Established a program offering monthly therapeutic safe space sessions and wellness workshops led by therapists of color. Conducted workshops for leaders on emotional intelligence to enhance leadership skills. Addressed crisis support by working with HR in neighboring countries, organizing culturally appropriate wellness workshops, and creating psychologically safe spaces for employees to process emotions related to the crisis.

Benefits:
Employees reported improved mental health, the ability to implement new skills, feeling supported by the company, and an enhanced workplace culture. mental health, the ability to implement new skills, feeling supported by the company, and an enhanced workplace culture.

## DC Human Resources

Problem:
DC Government's Human Resources needed mental health solutions to address workplace issues like stress management, work-life balance,managing in a virtual workplace and burnout reduction.

Solution:
Worked with the Chief of Wellness to create preventative monthly wellness workshops covering topics to help employees enhance mental health and emotional well-being and to help the employees work more effectively while they were virtual.

Benefits:
Employees reported improved mental health, leading to increased productivity and an enhanced workplace culture.

## DC Metropolitan Police Department

Problem:
New cadets needed training on managing situations involving domestic abuse and mental health disturbances.

Solution:
Created and implemented a domestic violence professional development series for cadets, including psychoeducation on common mental health challenges and appropriate response strategies.

Benefits:
Cadets increased their knowledge of Domestic Violence and mental health, learning how to respond appropriately to difficult situations.

## AETNA

Problem:
AETNA needed consistent trauma-informed wellness services for their diverse clients.

Solution:
Collaborated with point of contact to assess the needs of staff. Provided monthly wellness workshops on various topics and therapeutic safe space sessions for crisis response support.

Benefit:
Employees gained coping strategies, resulting in improved mental health and increased workplace productivity.

## DC Department of Behavior Health

Problem:
The Mayor established a School-Based Expansion program contract to provide tiered mental health services in schools to reduce disciplinary incidents and support school staff.

Solution:
Staffed 20 schools with full-time school-based licensed therapists, trained each therapist to manage their program, and managed the program for the past 5 years.

Benefit:
Improved mental health and wellness for students and staff in DC Public Schools and DC Charter Schools.