

1 **BEFORE THE ARIZONA BOARD**
2 **OF BEHAVIORAL HEALTH EXAMINERS**

3 **In the Matter of:**

4 **Kristen N. Vasosaust, LPC-20627,**
5 **Licensed Professional Counselor,**
6 **In the State of Arizona.**

7 **RESPONDENT**

CASE NO. 2022-0140
CONSENT AGREEMENT
FOR VOLUNTARY SURRENDER

8 In the interest of a prompt and speedy settlement of the above captioned matter,
9 consistent with the public interest, statutory requirements and responsibilities of the Arizona
10 State Board of Behavioral Health Examiners (“Board”), and pursuant to A.R.S. §§ 32-3281(F)
11 and 41-1092.07(F)(5), Kristen N. Vasosaust (“Respondent”) and the Board enter into this
12 Consent Agreement, Findings of Fact, Conclusions of Law and Order (“Consent Agreement”) as
13 a final disposition of this matter.

14 **RECITALS**

15 Respondent understands and agrees that:

16 1. Any record prepared in this matter, all investigative materials prepared or
17 received by the Board concerning the allegations, and all related materials and exhibits may be
18 retained in the Board’s file pertaining to this matter.

19 2. Respondent has the right to a formal administrative hearing at which Respondent
20 can present evidence and cross examine the State’s witnesses. Respondent hereby irrevocably
21 waives their right to such formal hearing concerning these allegations and irrevocably waives
22 their right to any rehearing or judicial review relating to the allegations contained in this Consent
23 Agreement.

24 3. Respondent has the right to consult with an attorney prior to entering into this
25 Consent Agreement.

1 4. Respondent acknowledges and agrees that upon signing this Consent
2 Agreement and returning it to the Board's Executive Director, Respondent may not revoke their
3 acceptance of this Consent Agreement or make any modifications to it. Any modification of this
4 original document is ineffective and void unless mutually approved by the parties in writing.

5 5. The findings contained in the Findings of Fact portion of this Consent Agreement
6 are conclusive evidence of the facts stated herein between only Respondent and the Board for
7 the final disposition of this matter and may be used for purposes of determining sanctions in any
8 future disciplinary matter.

9 6. This Consent Agreement is subject to the Board's approval, and will be effective
10 only when the Board accepts it. In the event the Board in its discretion does not approve this
11 Consent Agreement, this Consent Agreement is withdrawn and shall be of no evidentiary value,
12 nor shall it be relied upon or introduced in any disciplinary action by any party hereto, except
13 that Respondent agrees that should the Board reject this Consent Agreement and this case
14 proceeds to hearing, Respondent shall assert no claim that the Board was prejudiced by its
15 review and discussion of this document or of any records relating thereto.

16 7. Respondent acknowledges and agrees that the acceptance of this Consent
17 Agreement is solely to settle this Board matter and does not preclude the Board from instituting
18 other proceedings as may be appropriate now or in the future. Furthermore, and
19 notwithstanding any language in this Consent Agreement, this Consent Agreement does not
20 preclude in any way any other state agency or officer or political subdivision of this state from
21 instituting proceedings, investigating claims, or taking legal action as may be appropriate now or
22 in the future relating to this matter or other matters concerning Respondent, including but not
23 limited to violations of Arizona's Consumer Fraud Act. Respondent acknowledges that, other
24 than with respect to the Board, this Consent Agreement makes no representations, implied or

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1 otherwise, about the views or intended actions of any other state agency or officer or political
2 subdivision of the state relating to this matter or other matters concerning Respondent.

3 8. Respondent understands that once the Board approves and signs this Consent
4 Agreement, it is a public record that may be publicly disseminated as a formal action of the
5 Board, and that it shall be reported as required by law to the National Practitioner Data Bank.

6 The Board issues the following Findings of Fact, Conclusions of Law and Order:

7 **FINDINGS OF FACT**

8 1. Respondent is the holder of License No. LPC-20627 for the practice of
9 counseling in the State of Arizona.

10 2. On 03/22/22, the Board received a complaint against Respondent alleging the
11 following in part:

12 a. Complainant terminated services with Respondent due to Respondent
13 committing insurance fraud, breaching confidentiality, and engaging in a dual
14 relationship.

15 b. Respondent shared personal information during sessions.

16 c. Respondent started a therapy group and mentioned her boss could not know
17 about it and had clients pay through Venmo.

18 d. Respondent would bill Complainant's insurance, forge the notes, and pay
19 Complainant back \$20 via Venmo.

20 e. Respondent asked Complainant to babysit her 2-year-old child and
21 Respondent paid Complainant \$100.

22 3 Complainant provided an email chain that Respondent forwarded to Complainant
23 which was a chain regarding billing questions from Respondent's supervisor while naming
24 another client by first name.

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1 4. Respondent shared personal issues regarding billing concerns around another
2 client and named the client by first name, breaching confidentiality of a client.

3 5. From 06/21 – 03/22, Respondent and at least 5 other clients exchanged text
4 messages through a group chat which included the following in part:

- 5 a. 228 screenshots in total with numerous texts per screenshot.
- 6 b. Respondent texted the clients that she was going to hypnotherapy to fix her
7 trauma.
- 8 c. **NOTE:** It appears Respondent shared pictures of herself, but the pictures
9 within the texts provided were blacked out.
- 10 d. Respondent apparently sent a picture of herself to the group and discussed
11 having her eyebrows done and how “sexy” she looks.
- 12 e. Respondent made a reference that there are “sexy therapists” out there for
13 one of the clients and names that client by first name in the text.
- 14 f. Respondent asked the clients to not show or let anyone listen to the videos
15 she shares in the group chat since it could lead to an investigation for being
16 unethical.
- 17 g. Respondent states she must trust the clients because what she shares with
18 them is deep.
- 19 h. Respondent shares what appears to be a video or picture and asks the
20 clients to keep it private, and that she respects the clients’ privacy so she
21 hopes they would respect her privacy.
- 22 i. Respondent feels the clients love her so much because she will always show
23 her genuine self.

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1 j. Respondent feels guilty for involving the clients by telling them what has been
2 happening with her, but she still needs to maintain a certain professional level
3 with the client and has not been doing so.

4 k. Respondent asked about watching a sporting event because she was
5 considering cancelling the group session to watch the game since she is a
6 fan.

7 l. Respondent sent multiple texts explaining how her infant child was neglected
8 by the babysitter and how she had to call the police.

9 m. Respondent shared multiple pictures of her child.

10 n. Respondent texted that one of the clients in the group would be responsible
11 for keeping track of who paid for sessions, and at times Respondent texted
12 the group who owed what amounts.

13 o. Respondent asks the clients to keep her husband in their thoughts because
14 he served two tours in Afghanistan and witnessed people getting killed.

15 p. Respondent texted the group about telling her mother she was done with her
16 and how toxic her mother was, and shared message exchanges between
17 Respondent's mother and husband.

18 q. Respondent apologized this was such a weird therapist relationship.

19 r. Respondent asked the clients if any of them would like to go to the aquarium
20 with her and her child.

21 6. Complainant provided screenshots of her Venmo account showing Respondent
22 paid her over 20 separate times ranging from \$20-\$100 per transaction.

23 7. Complainant provided four videos that Respondent sent to the group chat which
24 included the following in part:

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- a. Respondent shared a video of herself not wearing a shirt discussing her scheduled surgeries, became very tearful, and stated that work is the only thing keeping her going and asks the clients not to give up on the group sessions.
- b. Respondent sitting with a bottle of alcohol very tearful explaining she will always be there for the clients and the clients are the reason Respondent decided to “do this.”
- c. Respondent stated in this video she has never felt so connected to a group of people and due to bonds they have shared, she is willing to put herself into an uncomfortable position.
- d. Respondent further asks in this video for the clients to not share this video with anyone for Respondent’s privacy.
- e. Another video included Respondent slurring her speech heavily, with what sounds like children and another man yelling and talking in the background while Respondent thanks Complainant for her understanding.
- f. Respondent states in another video that everything with “the Board” is figured out regarding not being reported, and states she loves and adores the clients.

8. Complainant provided 115 screenshots of text message exchanges between Respondent and Complainant from 03/21 – 03/22 which included the following in part:

- a. Respondent shared how it is difficult to manage a work life balance having a child with autism.
- b. When Complainant’s therapy is over, Respondent will still be in her life.
- c. Respondent asks Complainant if she can get an employee discount where Complainant works for something Respondent is considering buying herself.
- ...

- 1 d. Respondent asks Complainant to babysit her child and Respondent states
2 she knows she is overstepping ethical boundaries and asks Complainant to
3 keep it a secret because she cannot risk losing her license.
- 4 e. Respondent provides Complainant her personal address and tells
5 Complainant she will introduce Complainant to Respondent's husband as a
6 "friend."
- 7 f. Numerous times, Respondent and Complainant exchanged texts stating they
8 loved each other.
- 9 g. Respondent thanks Complainant for talking with her.
- 10 h. Complainant purchased a "treat" for Respondent and had it sent to her home
11 and Respondent indicates she would want to return the favor someday.
- 12 i. Respondent texted a statement that this is "why they say don't be friends with
13 client hahaha."

14 9. Respondent breached client confidentiality by texting several clients in a group
15 chat regarding their scheduled appointments and payment for services.

16 10. Respondent knew her communications with these clients were inappropriate by
17 her own statements within text messages to the clients asking them to not share the texts and
18 videos with anyone, statements that she knew she was overstepping ethical boundaries, and
19 statements that she knew she could lose her license.

20 11. Respondent actively engaged in a dual relationship with clients as evidenced by
21 the following:

- 22 a. Respondent had Complainant come to her personal home, babysit her child,
23 meet her husband, and Respondent paid Complainant for babysitting while
24 Complainant was an active client of Respondent's.

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1 b. Respondent shared intimate and personal details of her own life such as
2 going to her own therapy, personal surgeries, issues with her children, issues
3 with her mother, and personal information about her husband.

4 c. Respondent texted Complainant and other clients about how she loved them.

5 d. The text messages exchanged with Complainant and other clients clearly
6 indicate a non-therapeutic relationship.

7 **CONCLUSIONS OF LAW**

8 1. The Board has jurisdiction over Respondent pursuant to A.R.S. § 32-3251 *et seq.*
9 and the rules promulgated by the Board relating to Respondent’s professional practice as a
10 licensed behavioral health professional.

11 2. The conduct and circumstances described in the Findings of Fact constitute a
12 violation of A.R.S. § 32-3251(16)(l), engaging in any conduct, practice or condition that impairs
13 the ability of the licensee to safely and competently practice the licensee’s profession.

14 4. The conduct and circumstances described in the Findings of Fact constitute a
15 violation of A.R.S. § 32-3251(16)(t), disclosing a professional confidence or privileged
16 communication except as may otherwise be required by law or permitted by a legally valid
17 written release.

18 5. The conduct and circumstances described in the Findings of Fact constitute a
19 violation of A.R.S. § 32-3251(16)(y), engaging in a dual relationship with a client that could
20 impair the licensee’s objectivity or professional judgment or create a risk of harm to the client.
21 For the purpose of this subdivision, “dual relationship” means a licensee simultaneously
22 engages in both a professional and nonprofessional relationship with a client that is avoidable
23 and not incidental.

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1 **ORDER**

2 Based upon the foregoing Findings of Fact and Conclusion of Law, the parties agree to
3 the provision and penalties imposed as follows:

4 1. Respondent's license, LPC-20627, shall be surrendered to the Board, effective
5 from the date of entry as signed below.


6 2. The surrender shall be considered a revocation of Respondent's license.

7
8 **PROFESSIONAL ACCEPTS, SIGNS AND DATES THIS CONSENT AGREEMENT**

9 
Kristen Vasosaust (Mar 25, 2022 16:20 PDT)
10 Kristen N. Vasosaust

11 Mar 25, 2022
Date

12 **BOARD ACCEPTS, SIGNS AND DATES THIS CONSENT AGREEMENT**

13 By: 
14 TOBI ZAVALA, Executive Director
Arizona Board of Behavioral Health Examiners

15 May 17, 2022
Date

16 **ORIGINAL** of the foregoing filed May 17, 2022
with:

17 Arizona Board of Behavioral Health Examiners
1740 West Adams Street, Suite 3600
18 Phoenix, AZ 85007

19 **EXECUTED COPY** of the foregoing sent electronically May 17, 2022
to:

20 Mona Baskin
21 Assistant Attorney General
2005 North Central Avenue
22 Phoenix, AZ 85004

23 Kristen N. Vasosaust
Address of Record
24 Respondent