

Hsin-Yi (Cindy) Hsiao

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EDUCATION

- 2013 PhD in Social Work, University of Southern California
- 2006 MBA , San Francisco State University, San Francisco
- 2000 MSc in Marketing, The University of Birmingham, United Kingdom.
- 1997 B.A. in Foreign Language and Literature, National Chung Cheng University, Taiwan

RESEARCH INTERESTS

- Work and life balance
- Diversity and inclusion
- Productive aging & mental health
- Comparative paternity leave policy across countries
- Longitudinal studies
- Mixed methods (qualitative/quantitative studies)

HONORS/AWARDS

- 2012-2013 Graduate Assistant Award, School of Social Work & Inter-University Consortium, University of Southern California
- 2012 Tsai Family Research Fund for Taiwan Studies, East Asian Studies Center, University of Southern California
- 2011 Doctoral Student Summer Research Fellowship, Hamovitch Center for Science in the Human Services, University of Southern California
- 2007-2011 Graduate Scholarship, School of Social Work, University of Southern California
- 2008-2011 Research Assistantship, Center on Child Welfare, University of Southern California
- 2007-2009 Provost Fellowship, University of Southern California
- 1993 Outstanding Alumni Fellowship, Ginling Girls' High School, Taiwan
- 1990-1993 Outstanding High School Fellowship, Ginling Girls' High School, Taiwan

RESEARCH EXPERIENCE

University of Southern California, School of Social Work

Co-Investigator

- 2013-present Project: "Shared Decision-Making for Breast Cancer Treatment Research Study" (with Professor Suh Chen Hsiao and Dr. Judy Wang at the Lombardi Comprehensive Cancer Center at the Georgetown University)
- 2013 Project: "Factors affecting health literacy among Chinese American Immigrants with Diabetes" (with Dr. Angela Yee Man Leung at University of Hong Kong and Dr. Iris Chi)
- 2011 Project: "Dementia Care Training Needs among Community Health Workers in Beijing" (with Dr. Iris Chi and Dr. Huang at Peking University Sixth Hospital)

Major responsibilities: Prepared proposal and submitted it to IRB. Conducted four focus group discussions and analyzed qualitative data. Drafted the manuscript based on the findings from the data and submitted the manuscript for publication.

Research Assistant

- 2010-present Project: “The Impact of Diversity on Individual Outcomes and Organizational Performance: A Meta-Analysis” (with Dr. Mor Barak)
Major responsibilities: Identified published and unpublished studies of diversity dated between 1980 and 2010 among various electronic databases and peer-reviewed journals. Conducted literature reviews on the impact of diversity on worker and organizational outcomes in public, human service, nonprofit and business sectors. Reported appropriate statistics necessary for conducting meta-analysis. Prepared for the manuscript to be published.
- 2010 Project: “Quality Assessment of Non-RCT Articles” (with Dr. Chi)
Major responsibilities: Assessed the quality of published Non-RCT articles in various fields and formed the criteria for assessing the quality of papers (e.g. match of purpose and method of the research, knowledge-building continuum, and external, construct, and internal validity)
- 2009 Project: “Taiwanese Social Welfare System” (with Dr. Chi from USC and Dr. Liu from National Taiwan University)
Major responsibilities: Set up a roadmap that included comprehensive information regarding Taiwan’s social welfare system, and translated Taiwanese articles into English.
- 2008-present Project: “Implementing LEAN Manufacturing Systems in a Cross-Cultural Environment” (with Dr. Kumar and Dr. Dasu from the Marshall Business School and Dr. Mor Barak from the School of Social Work; funded by Nike)
Major responsibilities: Conducted literature reviews regarding lean implementation, team work, cross-cultural communication, cross-cultural training, stereotypes and employees’ work, family, and community balance. Assisted in IRB submission and instrument development. Conducted qualitative and quantitative data analysis. Assisted article publication based on findings from the data
- 2008-2010 Project: “Managing Diversity: Toward a Globally Inclusive Workplace” (with Dr. Mor Barak)
Major responsibilities: Conducted literature reviews of worldwide legislation regarding Equal Opportunity Employment, Maternity Leave, antidiscrimination, and protection against sexual harassment in the workplace, culture and communication in the workplace, and diversity management. Compiled the statistics and made up tables.
- 2008 Project: “When East Meets West- Employees’ Work & Life Balance” (with Dr. Mor Barak)
Major responsibilities: Conducted literature review regarding American, European, and Asian countries’ legal provisions for maternity and paternity leave. Summarized findings of comparison of work hours, fertility rate, labor force participation, maternity and paternity leave legislation between Eastern and Western countries. Provided work-family balance examples of Asian corporations.

University of Southern California, Center on Child Welfare

- 2012-2013 **Research Assistant**
Project: “Evaluation of IUC Training Effectiveness and Turnover” (with Dr. Mor Barak)
Major responsibilities: Developed instruments to assess IUC interns’ knowledge and skill development. Prepared proposal and submitted it to IRB. Collected data and followed up. Prepared annual and quarterly research reports.
Project: “Managing child welfare and human services workforce: Diversity, retention, supervision, and work results from a decade of longitudinal, quantitative, qualitative and meta-analysis research” (with Dr. Mor Barak)
Major responsibilities: Planned out instructions for authors to revise their manuscripts.
- 2007-2010 **Research Assistant**
Project: “Supervision and worker retention” (with Dr. Mor Barak)
Major responsibilities: Conducted data entry, cleaning and analysis. Assisted in preparing annual and quarterly research reports.
- 2008-2009 **Project Coordinator**
Project: “Supervision and worker retention” (with Dr. Mor Barak)
Major responsibilities: Organized and facilitated meetings among university-wide faculty and scholars.

Department of Children and Family Services in Los Angeles County, University of Southern California, National Taiwan University and Taiwan’s Child Welfare Bureau

- 2011 **Project Coordinator**
Project: “A Translational Study: Development and Implementation of SDM System Based Upon DCFS Experience in Taiwan’s Child Protective System” (with Mitch Mason, Division Officer from DCFS, Dr. Jacquelyn McCroskey from USC, Dr. Shu-Chiung Liu from National Taiwan University and Officer Lin from Taiwan’s Child Welfare Bureau)
Major responsibilities: Organized discussion meetings among officers from DCFS, faculty members and scholars at USC, Taiwan delegation team, and community partners in child protection system. Interviewed social workers from DCFS and trainers of SDM tool at Cal State University, Long Beach. Prepared for reports for Taiwan’s Child Welfare Bureau.

PEER REVIEWED PUBLICATIONS

- Xu, L., Wu, B., Chi, I., & Hsiao, H. Y. (2012). Intensity of grandparent caregiving and life satisfaction among older rural Chinese adults: A longitudinal study using latent different score analysis. *Family and Community Health*, 35(4), 287-299.
- Hsiao, H. Y., Xu, L., Chi, I., & Silverstein (2013). Does productive role occupancy prevent depression among older rural Chinese adults? A latent difference score analysis. *Aging and Mental Health*, 1-9.
- Hsiao, H. Y. & Mor Barak, M. E. (2013). Job-Related Stress, Social Support, and Work–Family Conflict among Mexican Workers in a multinational company: A Case Study of a Korean-owned, US-branded Former “Sweatshop” in Mexico. *International Journal of Social Welfare*.doi: 10.1111/ijsw.12065

Lizano, E. L., Hsiao, H.Y., Mor Barak, M. E., & Casper, L. M. (2014). Support in the workplace: Buffering the deleterious effects of work-family conflict on child welfare workers' well-being and burnout. *Journal of Social Service Review*.

NON-REFEREED PUBLICATIONS

Mor Barak, M. E., Travis, D.J., Pyun, H., Hsiao, H. Y., Rhee, M. K., Lizano, E. L., & Kim, A. (2009). Retaining and engaging child welfare workers: Findings from 9 Years of longitudinal, quantitative and qualitative studies of child welfare worker retention. USC Center on Child Welfare, Los Angeles, CA.

MANUSCRIPTS UNDER REVIEW

Hsiao, H. Y., Liu, Z., Xu, L., Huang, Y., & Chi, I. Knowledge, attitudes and clinical practices for patients with dementia among mental health providers in China. *Gerontology & Geriatrics Education*.

Leung, A. Y. M., Bo, A., Hsiao, H. Y., Wang, S. S., & Chi, I. Factors affecting health literacy among Chinese American immigrants with diabetes. *BMJ Open*.

MANUSCRIPTS IN PROGRESS

Hsiao, H. Y. National family-friendly policy bundles and work-family conflict: A multilevel study.

Hsiao, H. Y. A cross-cultural study of organizational work-family initiatives, work-family demands and conflict, and consequences.

Hsiao, H. Y. Personality, culture, work-family conflict, and subject well-being.

Hsiao, H. Y., Xu, L., & Chi, I. Urban and rural comparisons of training needs for dementia care in China: Who, What and How?

Lizano, E. L., Hsiao, H. Y., Brimhall, K. C., & Mor Barak, M. E. A latent difference score approach to longitudinal work-family conflict and mental health research on child welfare workers.

Mor Barak, M. E., Hsiao, H. Y & Kim, A. Capitalizing on the "Social" in Corporate Social Responsibility: An Overlooked Opportunity for Social Work Intervention with Populations in Need.

Mor Barak, M. E., Lizano, E. L., Kim, A., Duan, L., Rhee, M. K., Hsiao, H. Y., & Brimhall, K. C. A Meta-Analysis of beneficial and detrimental outcomes of organizational diversity and climate of inclusion in human service organizations.

PRESENTATIONS

REFEREED

Mor Barak, M. E., Lizano, E. L., Kim, A., Duan, L., Rhee, M. K., Hsiao, H. Y., & Brimhall, K. C. (January, 2014). A Meta-analysis of Beneficial and Detrimental Outcomes of Organizational Diversity and Climate of Inclusion in Human Service Organizations. Paper presented at 2014 Annual Conference of the Society for Social Work and Research, San Antonio, TX.

Hsiao, H. Y., Lizano, E. L., & Mor Barak, M. E. (January, 2013). Latent Difference Score Approach to Longitudinal Work-Family Conflict and Mental Health Research on Child Welfare Workers. Paper presented at 2013 Annual Conference of the Society for Social Work and Research, San Diego, CA.

Hsiao, H. Y., Xu, L., & Chi, I. (Nov, 2012). Training needs of dementia care among community mental health

practitioners in Beijing, China. Paper presented at The Gerontological Society of America's 65th Annual Scientific Meeting, San Diego, CA.

Hsiao, H. Y., Xu, L., Chi, I., & Silverstein, M. (January, 2012). Multiple Role Occupancy and Material Support As Protective Factors for Chinese Older Adults' Psychological Well-Being: A Longitudinal Study Using Latent Growth Curve Analysis. Paper presented at 2012 Annual Conference of the Society for Social Work and Research, Washington, DC.

Hsiao, H. Y. & Mor Barak, M. E. (January, 2012). Work Resources, Work Stress, Work-Family Conflict and Their Consequences At Work Among Garment Workers in Mexico: A Mixed Methods Study. Paper presented at 2012 Annual Conference of the Society for Social Work and Research, Washington, DC.

Hsiao, H. Y., Xu, L., Chi, I., & Silverstein, M. (August, 2011). Trajectories of productive roles and depression among Chinese rural elders: Analysis of individual growth curves. Paper to be presented at Productive Aging in China: Toward Evidence-Based Practice and Policy, Beijing, China.

Hsiao, H. Y. & Mor Barak, M.E. (March, 2011). A missing voice in globalization: Work-family challenges faced by female garment workers in family-unfriendly work climate in Mexico. Paper presented at Fourth Conference on International Social Work, Los Angeles, CA.

Hsiao, H. Y., Rhee, M. K., & Mor Barak, M. E. (March, 2011). Discrepancy of cross-cultural communication perceptions between low-skilled Mexican workers and their expatriate superiors in a sweatshop in Mexico. Paper presented at Fourth Conference on International Social Work, Los Angeles, CA.

Hsiao, H. Y., Casper, L. M., & Mor Barak, M.E. (January 2011). The impact of perceived organizational support on the relationship between work-family conflict and psychological well-being among public child welfare workers. Poster presented at 2011 Annual Conference of the Society for Social Work and Research, Tampa, FL.

Hsiao, H. Y. & Mor Barak, M.E. (January 2011). The impacts of work and non-work social support on work stress and work-family conflict among low-wage and low-skilled Mexican workers. Paper presented at 2011 Annual Conference of the Society for Social Work and Research, Tampa, FL.

Hsiao, H. Y. & Mor Barak, M.E. (June 2010). Social workers' roles in Corporate Social Responsibility agenda: Human rights, social justice, and employees' well-being. Paper presented at 2010 Joint World Conference on Social Work and Social Development: The Agenda, Hong Kong, China.

Mor Barak, M.E., Hsiao, H. Y., & Rhee, M. K. (June 2010). Sustainable cross-cultural relationships in a global enterprise: Corporate Social Responsibility agenda in a low-wage and low-skilled workplace. Poster presented at 2010 Joint World Conference on Social Work and Social Development: The Agenda, Hong Kong, China.

TEACHING INTERESTS

Role theory

Work and life

Diversity

Productive aging

Program development, evaluation and training

Research methods

TEACHING EXPERIENCE

University of Southern California, School of Social Work

- 2013-2014 **Instructor**
MSW Course (SOWK562): Social Work Research
MSW Course (SOWK503): Human Behavior and the Social Environment
- 2012 **Guest Lecturer**
MSW Course (SOWK653): Productive Aging
- 2011 **Co-Instructor**
MSW Course (SOWK599): Social work with older adults
- 2010 **Teaching Assistant**
MSW Course (SOWK673): Proposal writing, program development, evaluation, and training in work organizations and in military-related settings
- 2009 **Teaching Facilitator**
Workshop: Taiwan social welfare system

Academia Sinica, Taipei

- 2012 **Guest Lecturer**
Topic: Multiple Role Occupancy as a Protective Factors for Chinese Older Adults' Psychological Well-Being: A Longitudinal Study Using Latent Growth Curve Analysis

Tzu Chi Community Clinic in South El Monte

- 2011 **Guest Lecturer**
Workshop: Suicide prevention

Tzu Chi Academy, San Francisco

- 2006-2007 **Assistant Teacher**

Ming Hsiung Middle School, Chia-Yi, Taiwan

- 1997-1998 **Certified English Teacher**

CERTIFICATES

- 2002 Professional Diploma Program in Business Administration, University of California, Berkeley Extension, Berkeley
- 1998 Certificate of Middle High School English Teacher, Taiwan

ADVANCED TRAINING

- 2012 Problem Solving Therapy, Hamovitch Center for Science in the Human Services, University of Southern California
Motivational Interviewing Training, Hamovitch Center for Science in the Human Services, University of Southern California
Hierarchical Linear Modeling Workshop, National Taichung University of Science and Technology, Taichung, Taiwan

2009 ICPSR Summer Program in Quantitative Methods of Social Research, University of Michigan, Ann Arbor

VOLUNTEER EXPERIENCE

RESEARCH

2012 Reviewer of Aging and Mental Health
2009-2012 Reviewer of International Journal of Social Welfare

LEADERSHIP

2013-2014 Faculty advisor of Tzu Chi Collegiate Youth Club, University of Southern California
2012-2013 Treasurer of Tzu Chi Collegiate Youth Club, University of Southern California
2012 Officer of Activity Planning of Tzu Chi Collegiate Youth Club, University of Southern California
2011-present Liaison of Field Placement between School of Social Work at USC and Tzu Chi Medical Foundation in the U.S.
2008-2009 Co- Chair of Doctoral Student Association, School of Social Work, University of Southern California
1993-1997 Founder and President of Tzu Chi Collegiate Youth Club, National Chung Cheng University, Taiwan
1991-1992 Vice President of Student Union, Ginling Girls' High School, Taiwan

COMMUNITY SERVICE

Los Angeles, CA

2013 Free Medical Outreach in Bakersfield organized by Tzu Chi
2012 Tzu Chi Flower Arrangement: To See the World through Flower at USC campus
Annual Charity Concert: Blessing for the World at San Dimas Campus
Free Medical Outreach in San Bernardino organized by Tzu Chi and Care 4 a Healthy I. E.
Free Medical Outreach in Rosemond organized by Tzu Chi
Garbage to Gold: Fight on for earth day 2012 organized by USC Tzu Ching Chapter.
2011 Outreach Organized by Tzu Chi for "A Free Vegetarian Thanksgiving Meal for the Needy in the Community"
Fundraising for Japan 311 Tsunami Victims
Free Medical Outreach Organized by Tzu Chi and CareNow LA (MHC)
2010 Free Medical Outreach Organized by Tzu Chi and The Modern House Call for Women (MHC)
2009 Grant Reviewer, Tzu Chi Foundation

San Diego, CA

2007-11 Emergency Social Relief for Wildfire Victims

San Francisco, CA

2007-01 Town Hall Meeting with Mayor Gavin Newsom for Ending Chronic Homelessness in San Francisco, Richmond Recreation Center.
2006-12 Homeless Blanket and Jacket Distribution

John Muir Elementary School Winter Distribution for Low Income Families, San Francisco.
 San Francisco Otis Shelter Blanket Distribution
 George Washington Elementary School Winter Distribution for Low Income Families
 2006-06 Monthly Homeless Hot Meal Service
 2006-09 Disaster Preparedness Expo: A Lesson Learned from Katrina, Jack London Square, Oakland.
 San Francisco Food Bank
 2006-2007 Tzu Chi Academy
 2004-2006 Annual San Francisco Chinatown Clean up
 2004 19th Avenue Healthcare Center Home Visit
Taiwan
 2005-01 South Asia Tsunami Relief Supplies Manufacturing, Taipei.
 2002-12 Afghanistan Relief Supplies Manufacturing, Taipei.
 2001-07 Refugees of Nari Hurricane Meal Service, Taipei.
 2001-09 Receptionist, World Religious Cooperation Conference, Taipei.
 2000-07 Victims of September 21 Earthquake Meal Service, Nantou County.
 2000-06 Hostess, 21st Century First International Buddhist Youth Forum: Vision and Leadership,
 Chinese Youth Buddhist Association, Taipei.