

# CURRICULUM VITAE

## R. PAUL MAIDEN, Ph.D.

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### EDUCATION

Ph.D.	1995	University of Maryland, School of Social Work Administration, Planning and Policy
M.S.W.	1980	University of Tennessee, College of Social Work Community Organizing, Planning and Administration
B.A.	1978	Angelo State University, San Angelo, Texas Double major: Communications and Psychology

### POST DOCTORAL TRAINING

Harvard University (2011) Graduate School of Education, *Management and Leadership in Education Institute*

University of Central Florida (2001) *Instructional Design in Distance Education*

### PROFESSIONAL EXPERIENCE

**Senior Fulbright to South Africa** - 2006 (integration of employee assistance, work/life and wellness, workplace violence, disaster preparedness and response, trauma management).

**Senior Fulbright to Russia** – 2004 (workplace substance abuse, domestic violence, occupational curriculum development, consultation and training)

### 2007- Present: THE UNIVERSITY OF SOUTHERN CALIFORNIA, SCHOOL OF SOCIAL WORK

#### Position: VICE DEAN & PROFESSOR

- Chief Operating Officer – Five Academic Centers – four campus based and one web based academic center, 70 full time faculty 80 part time and 100+ distance learning faculty, and 2,500 graduate students.
- Over-sight and management of faculty affairs and students services, admissions and financial aid, curriculum, course scheduling and instructional assignments (300 sections per semester across five academic center locations between Los Angeles and San Diego and *Virtual Academic Center* with associated budget of \$64 million.

- Planning, developing and implementation of new program initiatives and revenue streams:
  - Virtual Academic Center – led conversion of MSW degree to a web based program with a current enrolled of 1,200 students throughout the U.S.
  - Developed new MSW specialization in military social work and veterans services (resulting in establishment of Center for Innovation and Research for Veterans and Military Families with significant new federal and foundation funding)
  - Guided development of new global immersion programs
- Senior management direct reports include: Associate Dean of Faculty Development, Assistant Dean of Academic Affairs, Assistant Dean & Director of Field Education, Assistant Dean of Admissions & Scholarships, Assistant Dean & Social Work Registrar Director for Student Services, Social Work Librarian, Director of Career Development and Alumni Relations, and five senior faculty Academic Center Directors with four centers in Southern California and the Virtual Academic Center serving students in 49 states with total staff of 50 in the Office of the Vice Dean.
- Reorganized and restructured 'satellite' programs to cost centered, revenue generating 'Academic Centers'
- CSWE accreditation for MSW program and WASC accreditation for San Diego Academic Center and Virtual Academic Center
- PhD faculty – *Explanatory Theories of Large Systems* (co-teach with the Dean); Doctoral Program tutorials
- MSW courses – *Leadership in the Profession*; Community Based Research

## 1999-2007: THE UNIVERSITY OF CENTRAL FLORIDA, SCHOOL OF SOCIAL WORK

**Position: DIRECTOR & ASSOCIATE PROFESSOR** (tenured 2001)

- **Director, School of Social Work** – 03-05
- **Senior Faculty Associate** – Center for Community Partnerships – 04-07
- **Visiting scholar** – Udmurt State University, Izhevsk, Russia – 03
- **Senior Faculty Associate** – Eastern Europe Linkage Institute -02-07
- **Co-Director – Russia Summer Study Abroad** – 7/04 (30 students to Moscow and Volgograd, Joint program between social work and criminal justice on community policing and mental health and substance abuse)
- **Provost Senior Faculty Fellow** – 02-03 (competitive selection for one year appointment for Sr. Faculty in Office of the Provost)
- **MSW Program Coordinator** – 01-03 (recruitment, admissions, curriculum management, etc.; developed certificate programs in *Addictions, Social Work Administration and School Social Work*).
- **Director, Center for Community Partnerships** – 01-03 (secured funding for community based research, program evaluation, staff development and training)
- **Director - South Africa Study Abroad** – 00 & 03.
- **Addictions Certificate Coordinator** – 00-06 (developed 3 new substance abuse courses and secured Florida Certified Addiction Professional status)

- **MSW courses:** 1<sup>st</sup> Year: Social Welfare Policy and Services (class and web), 2<sup>nd</sup> Year: Policy Analysis and Social Change (class and web), 2<sup>nd</sup> year MSW Research, Electives: Interventions with Substance Abusers (class and web), Prevention and Treatment of Adolescent Substance Abuse (class and web), Strategies in Employee Assistance Programs.
- **Ph.D. (Public Affairs) Faculty** – 99-06 - Courses taught: Strategic Change Management, Ethics and Social Justice in Public Affairs, Pedagogy in Public Affairs\*, Comparative Analysis in Global Public Affairs\* (\* new course development); chaired 3 dissertations, committee member on 5; 1<sup>st</sup> and 2<sup>nd</sup> reader on various comprehensive exam questions.
- **Web course development** - BSW: Macro Practice; MSW: 1<sup>st</sup> and 2<sup>nd</sup> year Policy, Interventions w/Substance Abusers; Prevention & Treatment of Adolescent Substance Abusers.

**1986-99: THE UNIVERSITY OF ILLINOIS AT CHICAGO, JANE ADDAMS COLLEGE  
SOCIAL WORK**

**Position: ASSISTANT PROFESSOR AND CHAIR, OCCUPATIONAL SOCIAL WORK  
CONCENTRATION**

- Developed curriculum and directed graduate and post-graduate occupational social work and substance abuse programs
- Taught courses on Social Welfare Policy and Services, Managing Human Service Organizations, Principles and Practices in Employee Assistance and Managed Care, Occupational Social Welfare Policy, Alcohol and Drug Abuse Treatment, Clinical Integrative Seminar
- Developed and served as faculty liaison for occupational and substance abuse field placements
- Project Director: USIA Academic Exchange Program, Visiting Scholar, University of the Witwatersrand, Johannesburg, South Africa (1994-97).
- Developed and coordinated MSW/PhD scholarship program with South African Black Social Workers Association
- Developed Health Care Trade Mission to South Africa with U.S. Department of Commerce, International Trade Administration
- Directed two study abroad programs to South Africa, Zimbabwe and Swaziland

**1985-86: MASI RESEARCH CONSULTANTS, INC. (Washington, D.C.)**

**Position: SENIOR ASSOCIATE**

- Management responsibility for contracts and projects.
- Drafted concept papers, contracts, and responded to RFPs for design, implementation and evaluation of EAPs
- Supervision of professional and administrative staff
- Produced monthly and quarterly activity reports as required per contracts

**1986: VIRGINIA COMMONWEALTH UNIVERSITY, SCHOOL OF SOCIAL WORK (Fairfax)**

**Position: ADJUNCT LECTURER**

- Developed and taught MSW courses on Occupational Work and Substance Abuse Treatment.

**1984-85: UNIVERSITY OF MARYLAND AT BALTIMORE, SCHOOL OF SOCIAL WORK**

**Position: DOCTORAL FELLOW**

- Assisted in the development of a MSW Occupational Social Work program.
- Team-taught courses on Designing Employee Assistance Programs, Industrial Social Services and Policy, Clinical Social Work With Addictive Behaviors and Occupational Research.
- Field liaison for occupational field placements.

**1980-81 and 1984-85: U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES (HHS) OFFICE OF THE ASSISTANT SECRETARY FOR PERSONNEL ADMINISTRATION, EMPLOYEE COUNSELING SERVICES (ECS) (Washington, D.C.)**

**Position: EMPLOYEE COUNSELING SERVICES SPECIALIST (1984-85)**

- Liaison with HHS contractor in department wide evaluation of ECS.
- Technical support services to regional programs.
- Assisted in development of proposals to serve hard to reach populations and employees in remote locations.
- Reviewed vendor contracts and submitted recommendations to director.
- Conducted vendor site visits in 10 HHS regions.

**Position: EMPLOYEE COUNSELING SERVICES MANAGEMENT INTERN (1980-81)**

- Assisted director in initial implementation of EAP to department's 150,000 employees in 10 HHS regions.
- Assisted in developing methods for evaluating program cost effectiveness.
- Assisted in development of departmental supervisory training program and employee education materials.
- Worked with ECS director and Assistant Secretary for Personnel on initial development of program policy statement.
- This was an HHS management internship for second year MSW students.

**1981-83: ABILENE CHRISTIAN UNIVERSITY, DEPARTMENT OF SOCIAL WORK (Texas)**

**Position: ASSISTANT PROFESSOR**

- Taught undergraduate and graduate courses including Social Welfare Policy, Alcohol and Drug Abuse Treatment, Social Work Research, Management and Finance in Human Services, Social Work Practice, Human Behavior and Social Environment, and Minority Relations.
- Developed and taught the first substance abuse treatment course offered at this university in the graduate school of Marriage and Family Studies.
- Chaired committee to develop and implement a campus substance abuse education and counseling program.

**1981: U.S. DEPARTMENT OF AGRICULTURE OFFICE OF SAFETY AND HEALTH  
MANAGEMENT EMPLOYEE ASSISTANCE PROGRAM (Washington, D.C.)**

**Position: EMPLOYEE ASSISTANCE PROGRAM SPECIALIST**

- Assisted in the implementation of an EAP in USDA.
- Developed program policy, directives and program guidelines for agencies and field offices modeled after HHS program.
- Maintained liaison with Office of General Counsel to insure compliance with federal regulations and departmental policy pertaining to EAP service provision, client confidentiality, and maintenance of records.
- Conducted supervisory training and employee orientations.
- Assessment and short term counseling.

**1978-79: UNIVERSITY OF TENNESSEE AT KNOXVILLE, OFFICE OF CONTINUING SOCIAL  
WORK EDUCATION**

**Position: RESEARCH ASSISTANT**

- Social policy analysis on state and national legislation.
- Researched state and federal regulations pertaining to child and family welfare policy.
- Planned and coordinated professional development symposia.
- Researched assistant on Tennessee Laws Related to Minors (R. Edwards and R. Green, ed.)

**1978: VETERANS ADMINISTRATION PSYCHIATRIC SERVICES (Knoxville, Tennessee)**

**Position: PSYCHIATRIC SOCIAL WORKER INTERN**

- Individual and family therapy to Vietnam veterans with primary diagnosis of substance abuse.
- Co-therapist for post-traumatic stress disorder group.
- Wrote policies and procedures manual for clinic intern orientation.

**1974-78: MENTAL HEALTH AND MENTAL RETARDATION CENTER FOR GREATER WEST  
TEXAS (San Angelo, Texas)**

**Position: ADMINISTRATIVE ASSISTANT TO DIRECTOR OF MR SERVICES (1977-78)**

- Wrote grant proposals, financial planning, program management and program evaluation.
- Community relations, fund raising, volunteer recruitment.

**Position: BIG BUDDY PROGRAM COORDINATOR (1974-77)**

- Development and coordination of mentoring program for emotionally disturbed and developmentally disabled adolescents.
- Director of collaborative project between YMCA and the National Youth Project using mini bikes under auspices of Honda Motor Co. Goal was to deter delinquent and truant

behavior.

- Recruited, trained and supervised volunteer "Big Buddies".
- Planned and secured community funding for weekly social and recreational group activities.

## PROFESSIONAL ACTIVITIES

### Accreditation, Advisory, Editorial and Review Activities

- Reviewer, *Journal of Social Work Education* – 2012>
- Editor-in-Chief, *Journal of Workplace Behavioral Health* - 2000>
- Editorial Advisory Board, *Employee Assistance Digest* – 1993-2009
- U.S. Reviewer, Senior Fulbright in Russia Program
- External Examiner (doctoral dissertations, University of Pretoria School of Social Work)
- External Reviewer, South African National Research Council
- Team leaders and site reviewer, Commission on Accreditation, Council on Social Work Education
- Team leader and site reviewer, Council of Accreditation, New York

### Professional Memberships

- Council on Social Work Education
- Employee Assistance Society of North America
- Employee Assistance Professionals Association
- National Association of Social Workers
- Network of Social Work Managers, LA Chapter Chair
- Society for Social Work Research

### Career Involvement:

- *Employee Assistance Research Foundation* (Founding board member)
- *Workplace Research Collaborative* – a global network of academicians and scholar-practitioners engaged in workplace research (founder and coordinator)

### Employee Assistance Professionals Association

- Employee Assistance Research Roundtable (national annual conference)
- Research Committee (national)
- Illinois Chapter President
- Illinois Chapter Board of Directors
- Chairperson, Ethics Committee (Illinois)
- Chairperson, Annual Conference (Illinois)
- Health Insurance Committee (National)
- Chairperson, Program Committee (Illinois)

### International Council on Alcohol and Addictions

- Social Work Section Co-chair, solicit call for papers and review all social work submissions (1994 to 2002).

### National Association of Social Workers

- Chapter Representative, State of Illinois, Central Management Services, Member

#### Assistance Program Managed Care Advisory Board

- Chair, Managed Care Task Force
- Chicago Area District Board Member; member of Illinois Chapter Occupational Social Work Committee
- Reviewed abstracts for NASW National Conference Commission on Employment and Economic Opportunity
- Reviewed abstracts for 1<sup>st</sup> NASW Conference on Occupational Social Work
- Texas Chapter Board of Directors; Occupational Social Work Task Force; Coordinator of Impaired Social Worker Pilot Feasibility Study; President, Abilene, Texas Chapter

### EXTERNAL FUNDING

- The Lincey Foundation, Military Social Work & Veterans Service, \$3.2 million w/M. Flynn and A. Hassan
- U.S. Congressional Appropriation on Military Social Work and Veterans and their Families, \$4.3 million w/M. Flynn and J. Coll.
- *Project Lifeline* – City of Life Foundation. Funding from Eckerd Foundation pending to develop an 18-25 tracking and follow-up database for emancipated youth, J. Allgood, Co-PI, University of Central Florida School of Social Work.
- Orange County Coalition for a Drug Free Community: Factors that Motivate Employers to Adopt Drug-Free Workplace Policies, \$75,000 October, 2006, J. Allgood, Co-PI, University of Central Florida School of Social Work.
- Senior Fulbright to South Africa, \$10,000. 5/06-6/06 – Integration of Employee Assistance, Work/life and Wellness; Managing workplace violence.
- Orange County (FL) Department of Health and Family Services: Organizational assessment and development of a strategic management plan. \$56,000, Co-PI, (with K. Adams, P. Colby, R. Korosec & L. Martin) 2005, University of Central Florida Center for Community Partnerships.
- Orange County (FL) Coalition for a Drug Free Community: 2<sup>nd</sup> Household Drug Survey, \$36,000, PI, (J. Allgood, Co-PI), 2005, University of Central Florida, School of Social Work.
- Senior Fulbright to Russia, \$8,000. 12/04 to 1/05 – Introduction of employee assistance programs to the Russian workplace; Managing workplace violence.
- Florida Department of Children and Families: Child Welfare Pre-Service Training, \$2,245,000 PI and Project Manager, 2004, University of Central Florida, School of Social Work.
- Robert Wood Johnson Foundation Reclaiming Futures Initiative, Center for Coaching and Development: creating an integrated network of comprehensive community services for substance abusing youth involved in the juvenile justice system. Team leader, 2003-05 (University of Central Florida School of Social Work, 9<sup>th</sup> District Juvenile Court and the Center for Drug Free Living)
- Orange County (FL) Coalition for a Drug Free Community: Household Drug Survey, \$27,000, PI, (M. Van Hook, PI), 2002, University of Central Florida Community Assistance Program.

- The Grove Counseling Center: Mentors in Recovery - developed mentoring program using UCF students to work with substance abusing youth during and after residential treatment, \$37,000, PI, 2002, University of Central Florida Community Assistance Program.
- Orange County (FL) Office of Public Safety, Impact Evaluation of the Coalition for a Drug Free Community, \$25,000, Co-PI, 2001, University of Central Florida, Community Assistance Program.
- Florida Department of Health, Office of Tobacco Control: STRIKE - Tobacco Awareness Project, \$25,000, PI, 2001, University of Central Florida School of Social Work.
- The Grove Counseling Center: Evaluation of Adolescent Residential Treatment Programs, \$28,000, PI, (G. Jacinto, Co-PI), 2001, University of Central Florida, Community Assistance Program.
- Seminole County (FL), Seminole County Youth Commission: Needs Assessment of Youth Services, \$26,000, PI, 2001, University of Central Florida Community Assistance Program.
- Chicago Police Department: Substance Abuse Prevention Initiative, \$162,000, Co-PI, 1998, University of Illinois @ Chicago College of Social Work and School of Criminal Justice.
- International travel grant to University of Zimbabwe to develop university partnership for faculty exchange and study abroad, \$3,500, Midwest University Consortium on International Affairs, 1995.
- U.S. State Department, University Affiliations Program: - University of Illinois, Chicago and University of the Witwatersrand, Johannesburg Faculty Exchange, \$120,000, PI & Project Manager, 1994-1997, University of Illinois @ Chicago College of Social Work.
- U.S. Department of Labor: Employee Assistance Consortium Development for Small Businesses, \$175,000, Co-PI, 1991-1994, University of Illinois @ Chicago College of Social Work and Princeton IL. Chamber of Commerce.
- National Institute of Drug Abuse, Small Business Innovative Research: Management Information Systems Needs Assessment for Employee Assistance Programs, \$50,000, Co-PI, 1991-1992, UIC College of Social Work & Development Associates, Arlington, VA.
- Employee Assistance Professionals Association and AT&T: Assessing Family Violence in Employee Assistance Programs, \$7,000, PI, 1989, UIC College of Social Work.
- International travel grant to Switzerland to present paper at International Council on Alcohol and Addictions Conference, \$1,000, U.S. German Marshall Fund, 1987.

## **UNIVERSITY FUNDING**

- International travel grant South Africa to development university partnership and lay groundwork for future summer study abroad programs, \$4,000, University of Central Office of International Studies and College of Health and Public Affairs, 2000.



- Promoting Employment Retention under Florida's Work and Gain Economic Self-Sufficiency (WAGES), \$3,000, PI, 2000.

## **PUBLICATIONS**

### Books Published

- *Labor Contributions to the Development of Workplace Human Services* (with P. Kurzman) Philadelphia: Taylor and Francis, 2009
- *The Older Worker and the Changing Labor Market: New Challenges for the Workplace* (with J. Gonyea) Philadelphia: Taylor and Francis, 2008
- *Employee Assistance Programs in Higher Education* (with S. Philips), New York: Haworth Press, 2008
- *Workplace Disaster Preparedness, Response and Management* (with R. Paul & T. Thompson), New York, Haworth Press, 2007
- *The Integration of Employee Assistance, Work/Life & Wellness Programs* (ed.), (with M. Attridge and P. Herlihy,) New York: Haworth Press, 2005,
- *Accreditation of Employee Assistance Programs* (ed.) New York: Haworth Press, 2004.
- *Global Perspectives of Occupational Social Work* (ed.) New York: Haworth Press, 2001, (Translated to Russian in 2004).
- *Employee Assistance Programs in the New South Africa* (ed.) New York: Haworth Press., 1999.
- *Total Quality Management in Employee Assistance Programs* (ed.) New York: Haworth Press, 1993.
- *Employee Assistance Programs in South Africa* (ed.) New York: Haworth Press, 1992.

### **Book Chapters**

- Welfare capitalism comes full circle with the integration of employee assistance, work/life and wellness services. In Attridge, M., Herlihy, P., & Maiden, R.P. (eds.) *Integration of Employee Assistance, Work/Life & Wellness*. New York: Haworth Press, 2005.
- Evolution of employee assistance programs in Russia. In Masi, D.(ed.) *International Employee Assistance Compendium* (3<sup>rd</sup>).. ICASS, 2005, (with I. Kirillov).
- Developing Workplace Substance Abuse Prevention Programs. in Sirotkin, S and Kohl, H (ed.) *Strategies for Substance Abuse Prevention*. Russia and Germany: Tempus Project, 2005, (published in Russian and German).

- Employee assistance programs. In O'Donnell, M. (ed.) *Health Promotion in the Workplace* New York: Delmar, 415-458, 2001 (with D. Levitt).
- Evolution and practice of occupational social work in the United States. In Maiden, R.P. (ed.) *Global Perspectives of Occupational Social Work*. New York: Haworth Press, 2001.
- Substance abuse in the New South Africa: Implications for the workplace. In Maiden, R.P. (ed.) *Employee Assistance Programs in the New South Africa*. New York: Haworth Press, 1999.
- The application of total quality management principles to employee assistance programs. In Gummer, J.B and McCallon, P. (eds.) *Total Quality Management in the Social Services: Theory and Practice*. New York, N.Y. Rockefeller College Press, 324–342, 1995.
- First world EAPs serving third world clients. In *Employee Assistance Programs in South Africa* edited by Maiden, R.P. New York: Haworth Press, 1992.
- Employee assistance program evaluation in a federal government agency. in *Evaluating Employee Assistance Programs*, edited by Feit, M. and Holosko, M. New York Haworth Press, 191-203, 1989.

### Journal Articles

- The industry and community of academe. *Journal of Workplace Behavioral Health*, Vol. 22(2/3) 2007
- Managing the impact of trauma and community violence in the South African workplace (with L. Terblanche). *Journal of Workplace Behavioral Health*, Vol. 21(3) 2006
- Managing trauma in the South African mining industry. *International Journal of Emergency Mental Health*, Vol. 7(3), 2005.
- Certification, licensure and accreditation of employee assistance programs. *Employee Assistance Quarterly*, Vol. 19(3), 2004
- Alcoholism and domestic violence: Measuring and managing aggression. *Russian Journal of Aggression*, 2004.
- A retrospective of employee assistance consortia: Progress, pitfalls and opportunities. *Employee Assistance Quarterly*. Vol.18(2) 71-91, 2002
- Substance abuse in the New South Africa: Bitter irony of a fledgling democracy. *Employee Assistance Quarterly*, 16 (3), 65-82, 2002.
- Alcohol dependence and domestic violence: Incidence and treatment implications. *Alcoholism Treatment Quarterly*, 15(2), 31-50, 1997.
- Americans with disability act: Government intent – small employer response. *Employee Assistance Quarterly*, 12(2), 1-18, 1996 (with B. Younger)

- The incidence of domestic violence among alcoholic EAP clients before and after treatment. *Employee Assistance Quarterly*, 11(3), 21-46, 1996.
- Domestic violence among EAP clients after alcoholism treatment. *EAPA Exchange*, 25(5), 13-15, 1995.
- Evaluating employee assistance program software. *EAP Digest*, 13(5), 24-43, (with H. Day).
- Maiden, R.P (1993). A consortium EAP for rural employers: The Princeton option. *EAP Digest*, 13(3), 36-48, 1993, (with S. Kimble & D. Sudtelgte)
- Principles of total quality management and their application to employee assistance programs. *Employee Assistance Quarterly*, 8 (4), 11-40, 1993.
- First world EAPs serving third world clients: A U.S. perspective of the South African experience. *Employee Assistance Quarterly*, 7(3), 1-16, 1992.
- Employee assistance program evaluation in a federal government agency. *Employee Assistance Quarterly*, 3(4), 191-203, 1988.
- Employee assistance programs: Issues for social work practice. *Social Casework*, 68(8), 503-506, 1987.
- Ethical issues in occupational social work: Implications for practice. *Journal of Independent Social Work*, 1(4), 31-40, 1987.
- AIDS: The new corporate dilemma. *Corporate Ladder*, 1(1), 25-29, 1987
- Masi, D.A., Maiden, R.P. (1987). The state of the art of employee assistance programs. *Corporate Commentary*, 2(4), 1-9, 1987, (with D. Masi).
- Social Work education responds: Professionalizing EAPs. *EAP Digest*, 7(1), 63-66, 1996, (with D. Hardcastle).
- AIDS in the workplace: The role of employee assistance programs. *The ALMACAN*, 16(2), 28-30, 1986, (with D. Masi).
- Developing an EAP specialization at the University of Maryland. *EAP Digest*, 5(5), 63-66, 1985, (with D. Masi).

### Technical Reports

- *An Evaluation of Computers for Families (in Jordan Downs public housing)*, Los Angeles Industrialization Center, 2012 (J.C. Araque)
- *The 2<sup>nd</sup> The Orange County (FL) Household Drug Survey*. Orange County Office for a Drug Free Community, 2006, (with J. Allgood).

- *Organizational Review of the Orange County Department of Health and Family Services*, 2006 (with K. Adams, R. Korosec, P. Colby & L. Martin)
- *The Orange County (FL) Household Drug Survey*. Orange County Office for a Drug Free Community, 2002, (with M. Van Hook).
- *Evaluation of the Grove Counseling Center's Enhanced Adolescent Residential Treatment Program*. Substance Abuse and Mental Health Services Administration, 2002, (with G. Jacinto).
- *Orange County Coalition for a Drug Free Community Program Evaluation*. Orange County Coalition for a Drug Free Community, 2002, (with K. Reynolds)
- *A Needs Assessment Regarding the Development of an EAP/Managed Care Evaluation System*. Small Business Innovative Research Phase 1 report to the U.S. National Institute for Drug Abuse under grant #1R43DA05987-01A1, 1992, (with H. Day).
- *Association Programs for Impaired Professionals*, Silver Spring, Maryland: National Association of Social Workers, 1983.

## **UNIVERSITY SERVICE:**

### **UNIVERSITY OF SOUTHERN CALIFORNIA (2007>)**

#### **University:**

- Vice Provost's Council of Academic Deans
- University Grade Appeals and Student Hearings
- Chair, USC Neighborhood Family of Schools

#### **School of Social Work**

- Chair, USC *Good Neighbor* Annual Giving Campaign
- Faculty Council
- Curriculum Policy Review Committee
- Doctoral Program
- Work and Life Concentration

### **UNIVERSITY OF CENTRAL FLORIDA (1999-2007)**

#### **University**

- Faculty Senate – Steering Committee, University Travel Committee
- ***Boozin', Abusin' & Losin'!*** A Campus Film Series on Substance Abuse and Addictions
- Faculty sponsor – *Making a Difference Around the World... Africa* (Int'l service student org.)
- Chair, Search Committee: Office of International Studies, Director for Study Abroad
- Search Committee: Campus Director, Alcohol and Other Drug Programs
- CLAST review committee

### **College of Health and Public Affairs**

- College Promotion and Tenure Committee (chair & member)
- Ph.D. in Public Affairs faculty
- Ph.D. Admissions Committee
- Ph.D. Curriculum Committee
- 1<sup>st</sup> & 2<sup>nd</sup> reader for comprehensive exams
- Chair, College International Committee
- Chair, College Institutional Effectiveness Committee
- Chair, College Grade Appeal Committee

### **School of Social Work**

- MSW Program Coordinator (3yrs)
- MSW Admissions Committee (7rs)
- MSW Program Effectiveness (5yrs)
- Addictions Certificate Coordinator (6 yrs)
- Retention, Tenure and Promotion Committee (chair & member)
- Chair, Tenure Track Search Committee
- Chair, Visiting Search Committee
- Chair, International Committee
- Chair, Social Welfare Policy and Services Sequence
- Chair, Ethics and Student Conduct Committee

### **Public Affairs Dissertation Committees:**

#### **Chair:**

- Larry Cochran – (Public Affairs) – Organizational Change at the Service Delivery Level: An Investigation into the Reaction to Change Initiatives in Morale Welfare and Recreation Activities of the U.S. Army, 2006
- Carole Zugazaga – (Social Work) Pathways to Homelessness, 2002

#### **Member:**

- Janet P. Davis (Public Affairs) Determinants of Human Resources Management Performance on County Efficiencies: A Study of Florida Counties, 2008
- Karen Judd – (Social Work) Resiliency Factors in Rural African American Male Youth that Predict Citizen Awareness, 2006
- Robin King-Davis – (Criminal Justice) An Examination of Prosecutor's Perceptions of Factors Influencing the Decision to Waive Juvenile to the Adult Criminal Justice System, 2006
- Charles Mesloh – (Criminal Justice) An Examination of Canine Use of Force in the State of Florida, July 2003
- Mark Henych - (Criminal Justice) Perceptions of Computer Crime and Cyber Preparedness in the State of Florida, 2003

- Chris Sharp – (Criminal Justice) The Phenomenon of the Mentally Ill Offender: Studying the Effects of Treatment on Recidivism, July 2006

#### **Other Universities:**

- External Examiner, K.G. Jantjie (Social Work) Challenges of HIV and AIDS Experienced by Women: The Role and Response of Employee Assistance Programs. University of Pretoria, South Africa, 2009
- Co-promoter: Michelle Ovens (Penology) A Penological Perspective on the Handling of the Drug Offender. University of South Africa, Pretoria, 1998
- Committee member: Julie Dunnwald (Industrial Psychology) Client Counselor Similarity, Client Perceptions of Employee Assistance Program Effectiveness and Client Satisfaction with EAP Services. California School of Professional Psychology, 1997
- Committee member: Stephanie Weinstein (Social Work) Corporate Social Responsibility: How is it defined by Occupational Social Workers and Corporate Leaders, University of Illinois – Chicago, 1995

#### **COMMUNITY SERVICE IN ORLANDO**

- Expert panel member: Orange County Town Hall Meeting Preventing Underage Drinking (3/06)
- Orange County Methamphetamine Task Force (05)
- Board Member, City of Life Foundation – securing adequate housing, employment and educational/vocational opportunities for young adults who are emancipated from foster care by the Florida Department of Children and Families (04>)
- Orange County Coalition for a Drug Free Community: Co-Chair, Drug Free Workplace and Business/Industry Committee, (01>)
- University Carillon United Methodist Church – developed and coordinate *New Start* – support group for individuals going through a divorce (spouse is co-leader).

#### **UNIVERSITY SERVICE: UNIVERSITY OF ILLINOIS AT CHICAGO (1986-99)**

##### **University**

- University of Illinois at Urbana/Champaign International Studies Program: Review panel member for international program and development awards program.
- Advisory Board Member - John Nuveen Center for International Activities; coordinator of Southern Africa activities.

##### **College of Social Work**

- Chair, Occupational Social Work Concentration
- Social Welfare Policy and Services Committee

- Dissertation Committees (Illinois, University of South Africa - Co-chair, California School of Professional Psychology)
- Admissions Committee
- Field Committee
- Continuing Education Committee
- Education Policy Committee

### **Refereed and Invited National and International Papers (selected)**

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| 2012 | Re-Igniting Work & Life Graduate Education Through USC's Virtual Academic Center Northern Illinois Employee Assistance Professionals Association, Chicago.   |
| 2011 | MSW Migration from Campus to Clouds: Managing the Pedagogical and Cultural Shift, Council on Social Work Education, Atlanta.   |
| 2011 | Instructional Enhancement at the University of Southern California: Increasing Social Work Teaching Effectiveness and Development of the Teaching Self.  |
| 2011 | Graduate Degree Migration from Campus to the Clouds: Managing the Pedagogical and Cultural Shift, Udmurt State University, 80 <sup>th</sup> Anniversary Conference, Izhevsk, Russia                      |
| 2011 | Transitioning Returning War Veterans into Higher Education through a New Degree in Military Social work, Udmurt State University, 80 <sup>th</sup> Anniversary Conference, Izhevsk, Russia               |
| 2011 | Integrating and Managing Extreme Technology and Result Organizational Culture Shifts National Network of Social Work Managers, Baltimore.  |
| 2010 | Current Labor Based EAP Policies and Practices in Nine Countries. Employee Assistance Professionals Association, Tampa (w/P. Kurzman).   |
| 2010 | Twenty Five Years of Employee Assistance Research and Practice in the Employee Assistance Quarterly and the Journal of Workplace Behavioral Health, Employee Assistance Professionals Association, Tampa |
| 2010 | Twenty Five Years of Employee Assistance Research and Practice: A Retrospective Review of the Journal of Workplace Behavioral Health, Employee Assistance Society of North America, Montreal.            |
| 2009 | Social Work Goes to War. Military Social Workers on Deployment. Council on Social Work Education, San Francisco (w/A. Hassan)  |
| 2009 | Transition and Re-integrating America's Returning Warriors to the Workplace. Academy of Physician Assistants, Gatlinburg, TN   |
| 2009 | When Trauma Comes Home: America's Returning Warriors. OEF/OIF VA/DOD Evolving Paradigms Conference, Las Vegas (w/J. Yarvis)  |

- 2009      The Role of Employee Assistance Programs in the Transition and Re-Integration of Returning Wounded Warriors to the Workplace. Employee Assistance Society of North America, Denver (w/C.Coll and J Yarvis)
- 2008      Re-Integrating America's Returning *Wounded Warriors* to the Workplace. Employee Assistance Professionals Association Annual Conference, Atlanta (w/C. Coll and J. Yarvis)
- 2008      Global/Local Drivers of Workforce Diversity and Inclusion: Innovative Usage of Technology and Distance Learning. International Association of Schools of Social Work, Durban, South Africa.
- 2007      Are Employers Really Interested in EAPs: Survey Results Show 7 out of 10 Are Not! Employee Assistance Professionals Association Annual Conference, San Diego
- 2007      Key note address: Factors Motivating Employees to Adopt and Maintain a Drug Free Workplace. 28<sup>th</sup> EAP Conference & Institute, Dublin, Ireland
- 2006      Key note address: The Integrated Management of Employee Health and Wellness. South African Employee Assistance Professionals Association Annual National Conference, Johannesburg
- 2006      Workplace Trauma Management: Lessons Learned Since 9/11. South African Employee Assistance Professionals Association Annual National Conference, Johannesburg
- 2005      Introducing Employee Assistance Programs to the Russian Workplace. Employee Assistance Professionals Association Annual Conference, Philadelphia
- 2004      Future Trends in EAP Practice and Research, The Research Roundtable. Employee Assistance Professionals Association Annual Conference, San Francisco
- 2004      International Educational Adventures in Study Abroad: Russia and South Africa. International Conference of Social Sciences, Honolulu
- 2003      Conflict Resolution Training During Alcoholism as a Means of Reducing Psychological and Emotional Abuse in Domestic Relationships. Russian Psychological Association, Izhevsk, Russia.
- 2002      A First Hand Perspective of Conducting Accreditation Site Visits. Employee Assistance Society of North America Annual Conference, Quebec City.
- 1999      Building an International Strategy for Health Care Services: What Governments Must Do, World Services Congress, Atlanta.
- 1999      "Welfare to Work: New Opportunities for EAPs - Increased Risk for Employers", Employee Assistance Professionals Association, Orlando.
- 1997      "The Industrialization of Addictions Treatment in the United States: Clinician as Provider and Client as Consumer", International Council on Alcohol and Addictions, Cairo, Egypt.



- 1996 "Managed Care and the Curtailment of Addictions Treatment: Implications for Recovery", Employee Assistance Professionals Association, Chicago.
- 1996 "The Impact of Managed Care on the Reduction of Drug and Alcoholism Treatment: Implications for Recovery and Relapse", International Council on Alcohol and Addictions, Amsterdam, The Netherlands.
- 1996 "Delivering Health Care Services In South Africa", U.S. Department of Commerce conference on Services in Today's South Africa: Prospects for U.S. Companies, Washington, D.C.
- 1995 "The Impact of Alcoholism Treatment on the Reduction of Domestic Violence", 37th Congress on Alcohol and Drug Dependence, San Diego.
- 1995 "The Changing Health Care System: Managing Cost or Managing Care", 9th Annual Conference on Counseling and Treating People of Colour: An International Perspective. Barbados, British West Indies.
- 1995 "Reductions in Domestic Violence After Alcoholism Treatment", International Council on Alcohol and Addictions, Trieste, Italy.
- 1995 "The Incidence of Domestic Violence Among Alcoholic EAP Clients Before and After Treatment", Employee Assistance Society of North America, National Conference, Chicago.
- 1994 "Health Care Needs of South Africans", Panel member, U.S. Information Agency/Department of Commerce, International Trade Administration WORLDNET Teleconference, Washington to Johannesburg.
- 1994 "Investing In People: U.S. - South Africa Conference on Democracy and the Market Economy", Conference participant by invitation only (Hosted by the Governments of the United States and South Africa) Atlanta.
- 1993 "Alcoholism Recovery and the Reduction of Domestic Violence", National Association of Social Workers, Orlando.
- 1993 "The Americans with Disabilities Act: Government Intent - Small Business Response", Employee Assistance Professionals Association, Los Angeles.
- 1993 "Total Quality Management in Employee Assistance Programs", Employee Assistance Society of North America, National Conference, Ann Arbor.
- 1992 "Surviving the Trials and Tribulations of EAP Consortium Development Under the DOL Grant", Employee Assistance Professionals Association, Atlanta.
- 1992 "Employee Assistance Programs in South Africa", Employee Assistance Society of North America, Ottawa, Canada.
- 1991 "Managed Care: New Opportunities for Private Practitioners", National Society of Clinical Social Workers, Chicago.

- 1990 "EAPs and Managed Mental Health Care: New Opportunities for Social Workers in the Private Sector", National Association of Social Workers, Boston.
- 1990 "Development of EAP Consortia for Rural Employers", Employee Assistance Professionals Association, New Orleans.
- 1989 "Family Violence in the workplace: The Role of EAPs", Employee Assistance Professionals Association, Baltimore.
- 1989 "Assessing Family Violence in EAPs", National Association of Social Workers, San Francisco.
- 1989 "Organizational Integration of EAPs", National Association of Social Workers, San Francisco.
- 1987 "Educating for the Development of Work Based Substance Abuse Services: A Transcontinental Model", International Institute on the Prevention and Treatment of Alcoholism, Lausanne, Switzerland.
- 1987 "The EAP Professional's Response To Ethical Dilemmas", Employee Assistance Professionals Association, Chicago.
- 1987 "The EAP Professional's Response To Ethical Dilemmas", Employee Assistance Professionals Association, Chicago.
- 1986 "Ethical Issues in Occupational Social Work: Implication for Education and Practice", Council on Social Work Education, Miami.
- 1986 "Occupational Curriculum Development in Graduate Schools of Social Work," Council on Social Work Education, Miami.
- 1985 "Evaluating the U.S. Department of Health and Human Services Employee Counseling Services Program", National Occupational social Work Conference, Boston.

### **U.S. and International Workshops and Training**

- 1997 "Employee Assistance Programs As a Component of Human Resources Management", South African Association of Insurance Actuaries, Johannesburg.
- 1996 "Human Service Agency Practice in a Managed Care Environment", Lutheran Child and Family Services of Illinois, Chicago.
- 1996 "Managed Care and the Social Work Curriculum", CSWE, Washington, Invited participant of focus group on managed care.
- 1996 "Trends and Directions of Occupational Social Work in the U.S.", Association of Occupational Social Workers, Cape Town, South Africa.

- 1996 "Managed Care And The Changing Role of Occupational Social Work In The U.S.," Association of Occupational Social Workers, Durban, South Africa.
- 1995 "Managed Care: Opportunities for Human Service Agencies," Lutheran Social Services of Illinois, Chicago.
- 1994 "Managing Managed Care: The Social Work Perspective," Illinois NASW, Peoria.
- 1994 "Managed Mental Health Care And Health Care Reform: New Opportunities For Community Mental Health Centers," Illinois Family Service Association Annual Conference, Springfield.
- 1992 "Managed Mental Health Care and its Effect on Private Practitioners," Mental Health Association of Private Practitioners, Chicago.
- 1990 "Ensuring EAP Effectiveness," Institute for Personnel Management, One day workshops in Johannesburg and Cape Town, South Africa.
- 1990 "Impact Evaluation of EAPs," Electric Supply Commission of South Africa Management School, Johannesburg, South Africa.
- 1990 Developing faculty staff EAPs," Rand Afrikaans University, Johannesburg, South Africa.
- 1990 "Towards Effective Alcoholism Treatment through Levels of Care," Half-day workshop at Riverfield Lodge (1<sup>st</sup> established multiracial treatment center) Johannesburg, South Africa.
- 1987 "AIDS in the Workplace," Midwest Business Group on Health, Chicago.

## **PROFESSIONAL CONSULTATIONS**

### **Domestic**

- 2006 Sidley Austin, LLC Expert reviewer and witness – Vendor employee assistance contract dispute with USHHS Federal Occupational Health
- 2000-2002 Council on Accreditation, New York - beta testing and implementation of national accreditation and peer review of employee assistance programs in the U.S. and Canada; Peer review team leader for national EAP accreditation.
- 2000-2001 Volusia County Schools, Deland, FL. – curriculum development and training district's school social workers for addiction certification.
- 2000-2001 Lakeside Alternatives, Orlando – employee assistance program development.
- 1999-2000 Commonwealth Edison, Chicago - developed RFP to outsource EAP for 14,000 employees, interviewed and selected vendor; identified national third party administrators and medical review officers to provide drug testing service to this utility.

1999	Centers for Disease Control and Entertainment Industries Council, Atlanta and Washington – workplace reintegration of employee with HIV/AIDS.
1998	Masi Research Consultants, Washington, D.C. – employee assistance peer review and program evaluation.
1997-1999	Behavior Risk Management – management information system software development for employee assistance and managed behavioral health care.
1997-1998	Greenspring of Illinois – managed care preferred provider - review consultation.
1994-1999	Human Resources Development Institute, Inc., Chicago - managed care consultation, development of staff training programs, marketing agency services to insurance companies, assist in development of agency management information system.
1991-1994	Perspectives, Ltd., Chicago - EAP and managed care consultation, management information systems development.
1996-1997	Lutheran Child and Family Services, Chicago - managed care clinical consultation, marketing agency services to managed care organizations, management information systems development.
1995	Lutheran Social Services of Illinois - facilitated a series of managed care training courses to agency staff, marketing agency services to insurance companies and managed care organizations.
1995	Advanced Behavioral Health, Chicago - managed care consultation, utilization review training, management information systems development.
1994	Frazier Paper Company, Madawaska, Maine - employee assistance consultation, staff training, program evaluation.
1994	Illinois Family Service Association of Illinois - managed care consultation, executive director training in marketing agency services to managed care organizations.
1994	Suburban Family Service Association, Chicago - managed care consultation, staff training in managed care utilization review, marketing agency services to managed care organizations.
1994	Community Mental Health and Family Services of Cicero, IL - managed care consultation, marketing agency services to managed care organizations.
1994	Association of Child Psychotherapists, Chicago - managed care consultation, utilization review training.
1994-1997	Tri-City Family and Occupational Services, St. Charles, IL – employee assistance and managed care consultation, marketing, utilization review training, management information systems development.

- 1993 Pinerest Psychiatric Hospitals, Grand Rapids, MI - managed care consultation, utilization review training, and marketing agency services to managed care organizations.
- 1989-1994 Princeton, IL Chamber of Commerce - assisted in writing Department of Labor grant proposal for development of employee assistance consortium. Grant funded for three years total of \$150,000. Provided ongoing consultation in EAP consortium development.
- 1987 National Association of Social Workers, Washington. D.C. - data analysis and monograph on findings from national study on impaired professionals.
- 1989 Illinois Education Association - employee assistance development consultation.
- 1987-1991 Creative Care Management, Ltd., Chicago - employee assistance program consultation, EAP program start-up and account management.
- 1986 Texas Instruments - employee assistance development consultation.
- 1981-1984 La Hacienda Treatment Center, Hunt, TX - substance abuse treatment consultation, marketing treatment services to employee assistance programs.
- 1983 City of Abilene, TX - employee assistance development consultation.
- 1983 Abilene Council on Alcoholism, TX - substance abuse treatment consultation, development of employee assistance services.
- 1982 AGAPE for Children's Health, Inc., TX - program development consultation.
- 1982 Home Health Agency of Texas, Inc. - established guidelines for social worker home health services.
- 1982 Girling Home Health Care of Texas, Inc. - established guidelines for social worker home health services.
- 1982-1984 Texas Department of Human Resources - conducted adoption studies.
- 1983 West Central Texas Council of Governments - employee assistance consortium development consultation.
- 1983 Mental Health Association of Texas - grant writing and review consultation.

### **International**

- 1997-1999 U.S. Department of Commerce International Trade Administration - Health care trade and investment in South Africa. Developed Health Trade Mission.
- 1997 University of Pretoria, School of Social Work, South Africa - substance abuse, occupational social work, management information systems and distance learning curriculum consultation.

1995	University of Zimbabwe, School of Social Work - substance abuse and occupational social work curriculum consultation.
1995-1997	Behavior Risk Management, Johannesburg - managed care and management information systems consultation.
1995	Vaal Reefs Gold Mines, Welkom, South Africa - workplace substance abuse and employee assistance consultation.
1995	Indrad Corporation, Perth, Australia - workplace substance abuse and employee assistance consultation.
1994-1997	Human Development Centre, Klerksdorp, South Africa – employee assistance and managed care consultation.
1994	Anglo American Corporation, Gold and Uranium Division, Johannesburg – workplace substance abuse and employee assistance consultation.
1993-1996	University of the Witwatersrand, School of Social Work, South Africa - substance abuse and occupational social work curriculum consultation.
1991	Johnson and Johnson, South Africa - workplace substance abuse and employee assistance consultation.
1990	South African Breweries – workplace substance abuse and employee assistance consultation.
1990	Electric Supply Commission of South Africa - workplace substance abuse and employee assistance consultation.
1990	South African Synthetic Oils Limited - workplace substance abuse and employee assistance consultation.
1990-1997	Chamber of Mines of South Africa - workplace substance abuse and employee assistance consultation.
1990	Riverfield Lodge Drug And Alcohol Treatment Center, South Africa - substance abuse treatment consultation.

### **CAREER HONORS & PROFESSIONAL RECOGNITION**

- Madison's Who's Who in Higher Education
- Marquis Who's Who in America
- Who's Who Among Executives and Professionals
- Who's Who Among Human Service Professionals
- *Million \$ Club*, Vice Provost for Research, University of Central Florida,
- *Web of Caring* – Center for Drug Free Living, Orlando
- *Drug Fighter Award* – Orange County Coalition for a Drug Free Community, Orlando
- Meritorious Service Award, Employee Assistance Professionals Association, Illinois Chapter

- Chapter President Service Recognition Award, Employee Assistance Professionals Association, Illinois Chapter
- International Biographical Institute citation for contributions to the Social Work Profession
- American Biographical Institute citation for contributions to the Employee Assistance Profession
- Social Worker of the Year Abilene, Texas
- Outstanding Young Men of America