

## CURRICULUM VITAE

MELISSA SINGH  
 ACHP-SW, LCSW (FL & NJ), MSW, MS-HSA

School of Social Work  
 University of Southern California  
 Virtual Academic Center (VAC)  
 melissa.singh@usc.edu

**EDUCATION**

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|-------------|------------------|---|
| Ed.D.       | 2018<br>Expected | University of Southern California<br>Organizational Change and Leadership |
| M.S.W.      | 2006             | University of Central Florida, Orlando, FL<br>Social Work                 |
| M.S.-H.S.A. | 2000             | University of Central Florida, Orlando, FL<br>Health Administration       |
| B.A.        | 1999             | University of South Florida, Tampa, FL<br>Psychology                      |

**CERTIFICATIONS**

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| Advanced Certified Hospice and Palliative Care Social Worker | NASW                                    |
| Field Traumatologist   | Green Cross                             |
| Marriage and Family Therapy                                  | University of Central Florida           |
| Health Care Information Systems Certificate                  | University of Central Florida           |
| Managed Care Certificate                                     | University of Central Florida           |
| Certified Pharmacy Technician                                | Pharmacy Technician Certification Board |

**TEACHING EXPERIENCE**

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**University of Southern California** - VAC (an asynchronous and synchronous learning environment)  
*Clinical Assistant Professor* July 2014 – present  
 Teaching responsibilities include: Virtual & Community Based Field Practicum & Integrative Learning.

*Adjunct Faculty* August 2013 – September 2014  
 586a & 587a – Field Seminar Instructor, Academic Advisor & Field Liaison  
 586b & 587 b – Field Seminar Instructor, Field Liaison  
 VFP – Virtual Field Placement Instructor & 587a – VFP Field Seminar Instructor & Field Liaison

**University of Central Florida** - Orlando, Florida  
*Adjunct Faculty*  
 HSA 3170 – Healthcare Finance SOW5235 – Social Welfare Policies and Services

SOW 5404 – Social Work Research  
 HIM 4656 – Healthcare Systems  
 SOW 6536 – Full Time MSW Field Seminar II  
 SOW 5105 – Human Behavior and the Social Environment I  
 SOW 6914 – Integrative Research Project in Clinical Practice

**University of Central Florida** – Orlando, Florida January 2000 – December 2000  
*Graduate Teaching Assistant* – Health Information Management Program Development and presentation of lectures; organization and maintenance of student records; recruitment of students; lab assistance including installation and maintenance of software and general office duties

### REVIEWER

Journal of Forensic Social Work, 2014 – present  
 Home Health Care Services Quarterly, 2015 - present

### PRESENTATIONS – NATIONAL

**Singh, M. I.**, Bell, M. & Islam, N. Evaluating Professional Standards at USC Telehealth: Implications for Virtual Field Education. Social Work Distance Education Conference, Council on Social Work Education, Indianapolis, IN. April, 2015.  
**Singh, M. I.**, Bell, M. & Angulo, R. A Relational and Reflective Supervision Model: Implications for a Successful Field Practicum Supervision Session. National Association of Social Work State Conference Orlando, FL. June, 2015.  
**Singh, M. I.**, Phillips, E., Wood, G., & Morris, B. Designing, Building, and Teaching a Virtual Field Practicum: Experiences from the Frontline. Council on Social Work Education. October, 2015.

### PROFESSIONAL EXPERIENCE

#### Clinical Social Work Experience

**Christian Service Center** – Ocoee, Florida October 2006 – December 2014  
*Social Worker & Field Instructor*  
 Providing consultation on individual cases, co-facilitating groups on a supervisory level: Elementary Aged Anger Management, Teen and Care for the Caregiver, supervising BSW and MSW Interns

**Crisis Care Network** – Nationwide January 2009 – present  
*Crisis Care Network Specialist*  
 Critical Incident Response & Disaster Assistance Response Team

**Interim, Home Health Agency** – Orlando, Florida November 2012 – December 2014  
*Medical Social Worker*  
 Completing in home health medical and VA assessments under the Caregiver Support program on a per diem basis

**NurseFinders, Home Health Agency** – Orlando, Florida November 2012 – December 2013  
*Medical Social Worker*  
 Completing in home health medical assessments on a per case basis

**Vitas, Innovative Hospice Care** – Orlando, Florida April 2009 – January 2010  
*Community Liaison*  
 Educating the community on the hospice program; presenting hospice criteria and benefits to a variety of audiences; finding creative ways to market to unique areas to discuss the hospice benefit

*Social Worker* May 2006 – April 2009  
 Provides psychosocial support to the patient/family unit; define social service goals for alleviating these

MELISSA SINGH, ACHP-SW, LCSW ♦ [melissa.singh@usc.edu](mailto:melissa.singh@usc.edu)  
 current as of: 11.20.2015

problems; and help provide both the counseling and casework needed to meet these goals

**Interim Senior Social Worker** from 2008-2009 responsible for organization and facilitating meetings, coordinator of education/trainings, maintaining the on-call schedule and communicating with senior management regarding critical social work issues

### **Healthcare Management Experience**

**Health Central** – Ocoee, Florida

March 2004 – April 2006

***Volunteer Services Coordinator***

Interview, train and supervise night and weekend volunteers; assist the director with various projects; support the auxiliary services; providing creative ideas and solutions to improve the department

**Lake County Department of Health** – Eustis, Florida

July 2004 – September 2004

***Interim Medical Reserve Corp Coordinator***

Maintain the Medical Reserve Corp program through assisting members; updating files and the Access database; completing research for upcoming trainings; coordinating volunteer efforts during Hurricane Frances; updating senior staff on the progress of the program and creating reports

**Priority Healthcare Corporation** – Lake Mary, Florida

July 2002 – July 2003

***Manager, Strategic Integration***

Manage new projects & programs to secure the highest level of customer service in partner integration; maintain an effective relationship with partnering manufacturers; manage projects from the pipeline through FDA approval to ensure successful market outcomes; create process flows, SOPs and organizational charts; ensure adherence to guidelines as mandated by the government as well as our partners; creation of accurate reports to manage programs efficiently; hire and train employees for new programs; creation of program-specific database designs

***Strategic Sales Support Administrator***

December 2000 – July 2002

Project manager for Managed Injectables program; coordination of marketing efforts and materials; building the internal foundation to support the responses to RFPs and guarantee all RFP elements were possible and in place; prepare documentation packages and presentations for response to RFPs for Strategic Alliance team and Corporate Accounts team; creation and management of Strategic Alliance database; run monthly queries and analyze data for various reports; creation and examine monthly segment sales; develop and maintain over 200 websites in coordination with physician practices nationwide

### **COMMUNITY SERVICE**

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**Vice Chair**, Steering Committee, Central Unit, NASW Florida 2015

Member, Central Florida Hindu Youth Movement, 2015

OCPS, Farmworker Jobs & Education Program **Advisory Board**, 2012 - 2015

**Secretary**, The Association of Asian Cultural Festivals, 2012 - 2014

**Raised Over \$4000** for The American Cancer Society, 2010

UCF School of Social Work, **Community Advisory Committee**, 2009 -2013

**Director of Operations**, Healthcare Connect that presents Healthcare Industry Night, 2009 – 2010,

Created the **Melissa Singh Scholarship** for the UCF School of Social Work, Graduate Program, 2009

**Family Case Worker** September, Red Cross, 2005, worked during Hurricane Katrina