

CURRICULUM VITAE

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

University of Southern California
 School of Social Work, Department of Social Change and Innovation
 Virtual Academic Center (VAC)

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Email: melissa.singh@usc.edu**EDUCATION**

Ed.D.	2018	University of Southern California Organizational Change and Leadership
Masters of Social Work	2006	University of Central Florida, Orlando, FL Social Work
Masters of Science, Health Services Administration	2000	University of Central Florida, Orlando, FL Health Administration
Bachelors of Arts	1999	University of South Florida, Tampa, FL Psychology

CERTIFICATIONS

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

University of Southern California – Social Change and Innovation Department, Virtual Academic Center (VAC)
Clinical Associate Professor July 2017 – present

Teaching responsibilities include: Virtual Field Practicum, Integrative Learning for Social Work Practice (VAC lead faculty), Applied Learning in Field Education, Integrative Learning for Advanced Social Work Practice, and Advanced Applied Learning in Field Education

Regional Field Faculty responsibilities include: problem resolution while in field placement for students in TX, SC, FL, AR, LA, KS & OK; reducing the number of replacements; VAC Co-Lead – Integrated Learning for Social Work Practice; Teaching Institute Lead; Field Instructor Trainer

Departmental responsibilities: COBI Curriculum Review & Design Team; COBI Analytics Research group

Co-Lead of COBI Fellowship in Social Innovation: Program development & integration; one-week Washington immersion; block field placement development; Saturday session planning & development; mentor recruitment, assignment & group cohesion;

USC School of Social Work, Committee on Diversity and Inclusion, collaborated on Real Talk forum report

Clinical Assistant Professor

July 2014 – June 2017

Teaching responsibilities include: 586a & 589A – Virtual Field Practicum (VFP); 587a & 587b – Foundation Field Seminar, 686a & 686b – Concentration Field Seminar

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 (VFP) Instructor & 587a – VFP Field Seminar Instructor & Field Liaison

University of Central Florida - Orlando, Florida**Adjunct Faculty**

January 2001 – May 2012

HSA 3170 – Healthcare Finance

SOW 5235 – Social Welfare Policies and Services

SOW 5404 – Social Work Research

SOW 6536 – Full Time MSW Field Seminar II

HIM 4656 – Healthcare Systems

SOW 5105 – Human Behavior and the Social Environment I

SOW 6914 – Integrative Research Project in Clinical Practice

MANUSCRIPT REVIEWER

Advances in Social Work, 2015 - present

Home Health Care Services Quarterly, 2015 – 2016

Journal of Forensic Social Work, 2014 – 2016

PUBLICATIONS

Bell, M. & **Singh, M. I.** (2017). Implementing a Collaborative Support Model for Educators Reporting Child Maltreatment. *Children & Schools*, 39(1), 7-14. doi:10.1093/cs/cdw041

Hess, S., **Singh, M. I.**, & Baron, M. (2016). Virtual academic challenges to real-time trauma. *The Field Educator*, 6(2). Retrieved from <http://fieldeducator.simmons.edu/article/virtual-academic-challenges-to-real-time-trauma/#more-3247>

PRESENTATIONS – NATIONAL & STATE CONFERENCES

Phillips, E., Wood, G., **Singh, M. I.**, & Hsaio, S. Developing Competency in a Virtual Field Practicum: A Two Year Follow-Up Study. Council on Social Work Education. October 2017.

Bikson, K., **Singh, M. I.**, Smith-Maddox, R., Parker-Dominguez, T. & Boaf, J. Teaching Equity and Social Justice: Strategies for the Virtual MSW Classroom. Council on Social Work Education. October 2017.

Singh, M. I., Villaverde, V., & Wobbe-Viet, L. Academic Influence on Organizational Strength: National Teaching Institutes. Network for Social Work Management Annual Management Conference. June 2017.

Singh, M. I., Bikson K., & Smith-Maddox, R. Positionality and Practice: The Role of Social Identity and Life Experiences. National Association of Social Work Florida State conference. June 2017.

Parker-Dominguez, T., **Singh, M. I.**, Smith-Maddox, R., & Boaf, J. Engaging Diversity and Difference in the Virtual Classroom. Social Work Distance Education Conference. April 2017.

Bikson, K., Smith-Maddox, R., **Singh, M. I.**, & Parker Dominguez, T. Advancing Collaborative Practice through Social Work Education. Council on Social Work Education APM. November 2016.

Cox, T., Islam, N., **Singh, M.**, Lee, D., & Ramirez, M. Social Work Innovation: Teaching MSW Students to Positively Disrupt Organizations. Council on Social Work Education APM. November 2016.

Singh, M. I. Understanding the Unconscious Bias. SISGI APYDCON 2016 Best Practices for Youth Conference. Virtual. August 2016.

Singh, M. I. Are You Aware of Your Unconscious Bias? National Association of Social Work State

Conference Orlando, FL. June 2016.

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.

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., 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.

HONORS AND AWARDS

2017 Hutto Patterson Distinguished Faculty Award for excellence in teaching; service to the university, the school, and the community; and accessibility to students

2016 SAGE/CSWE Award for Innovative Teaching in Social Work Education

PROFESSIONAL EXPERIENCE

Clinical Social Work Experience

Crisis Care Network – Nationwide January 2009 – present

Crisis Care Network Specialist

Critical Incident Response & Disaster Assistance Response Team

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

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 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

Cohen Veterans Network – Nationwide

April 2016 – July 2016

Consultant

Create Electronic Healthcare Record manual for staff to promote a seamless transition

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

PROFESSIONAL MEMBERSHIPS

Council on Social Work Education	2014 - present
National Association of Social Workers	2006 - present

PROFESSIONAL DEVELOPMENT

Faculty Success Program	National Center for Faculty Development & Diversity	April 2017
SEED Leader (Seeking Educational Equity and Diversity)	The National SEED Project	June 2017

COMMUNITY SERVICE

Director , Community Health Centers	2016 – present
NCNLI Alternate , National Association of Social Workers	2016 - present
Student Ambassador , USC Rossier School of Education, Organizational Change and Leadership Program	2015 - present
Founder , isocialwork.org, winner of the 2016 NASW National Multimedia Award	2015 - present
Member, Central Florida Hindu Youth Movement	2015 - present
Vice Chair , Florida Department of Education, Orange County Public Schools Farmworker Career Development Program	2012 - present
Vice Chair , Steering Committee, Central Unit, NASW Florida	2015 - 2017
Secretary , The Association of Asian Cultural Festivals	2012 - 2014
UCF School of Social Work, Community Advisory Committee	2009 - 2013
Director of Operations , Healthcare Connect that presents Healthcare Industry Night	2009 – 2010