
AREAS OF EXPERTISE

Senior Executive Management
Strategic Planning and Leadership
Change Management
Performance Management
Continuous Quality Improvement
LEAN Six Sigma Process Improvement
Program Design and Evaluation
Training and Leadership Development
Business Intelligence Deployment

California Child Welfare Database Development
Program Outcomes and Predictive Analytics
Human Services Return-on-Investment
Applied Research Design
Data-Driven Decision-Making
Data Systems and Informatics
Disaster Planning and Management
Advanced Statistical Analysis
Negotiation and Diplomacy

WORK EXPERIENCE

Director, Children and Family Services (CFS), *San Mateo County Human Services Agency*, Belmont, CA (2012-2017)

- Serve as the child welfare director for San Mateo County, the 14th largest county in population in California.
- Oversee an \$81 million operation with 207 permanent and 45 extra-help child welfare staff who provided services to over 4,000 children in the last year related to Prevention/Early Intervention, Emergency Response, Family Maintenance, Family Reunification, Permanency Planning, and Adoptions.
- Lead LEAN Six Sigma process improvement efforts for CFS.
- Lead Agency efforts to develop models to address Continuum of Care Reform including enhancing California's only public run Foster Family Agency to become a Medi-Cal entity and the development of the California's first public child welfare run 12-bed Short-Term Residential Treatment Program.
- Led CFS in a successful national four-year reaccreditation from the Council on Accreditation that attained a rare expedited review achieving top marks in 99.9% of compliance areas.
- Direct staff to identify, formulate, and integrate the latest policies and protocols based on current State and Federal laws.
- Serve as Co-Chair of the Subcommittee on Program Impact Advisory Committee of the California Child Welfare Services/Case Management System Oversight Committee.
- Serve as Chair (2015 to present) and Member (2012 to present) of the San Mateo County Children and Youth Systems of Care with senior executives from Behavioral Health and Recovery Services (BHRS-county mental health), County Office of Education, Human Services Agency, and Probation.
- Serve as Chair of the San Mateo County Commercial Sexual Exploitation of Children (CSEC) Workgroup with BHRS, County Office of Education, Human Services Agency, Probation, Sheriff's Office, and the Superior Court-Juvenile Division (Dependency and Delinquency).
- Served as Co-chair the Bay Area Region's Children's Committee composed of 12 county child welfare directors (2013-2016).
- Oversaw the creation of a Simulation Laboratory for the training of CFS staff and the first in California to utilize digital video recording as part of the training.
- Be a part of an executive team that addresses Agency needs that include Supplemental Nutrition Assistance Programs, Temporary Aid to Needy Families, Medi-Cal, Child Welfare, and other areas.
- Selected to be on the prestigious Fulbright Specialist Program Roster (short-term component of the Fulbright Scholar Program) in the area of social work and child welfare.

Director, *Inter-University Consortium*, Los Angeles, CA (2010-2012)

- Served as the head of the Inter-University Consortium, (now known as the University Consortium for Children and Families) a partnership between the graduate social work programs at six local universities (California State Universities at Dominguez Hills, Los Angeles, Long Beach, and Northridge; University of California, Los Angeles; University of Southern California) to provide field

education opportunities and training to the 7,000 employees at the Los Angeles County Department of Children and Family Services.

- Was responsible for the coordination of a program with an annual budget of \$10.6 million that provided over 2.4 million hours of training to over 125,000 county and child welfare-associated staff since 1991, including all newly hired DCFS social workers.
- Successfully funded as a co-Principal Investigator on a \$249,995 Federal grant to develop an early care and education infrastructure with the Los Angeles County Department of Children and Family Services.
- Directly supervised two doctoral-level training evaluation researchers.
- Was a co-researcher of an evaluation of the effectiveness of the Los Angeles County DCFS Transitional Housing Program for foster children.
- Was the principal investigator for a training and facilitation grant for the Riverside County Department of Social Services of the Peer Review Process of their child welfare programs.

Assistant Regional Administrator, Asian Pacific Program and American Indian Units, *Los Angeles County Department of Children and Family Services (DCFS)*, Los Angeles, CA (2007 to 2010)

- Oversaw a \$6.7 million operation with 68 staff providing child protective services in two county-wide programs at the DCFS: the American Indian Units (AIUs) and the Asian Pacific Program (APP). The AIU staff provided services to those children who were eligible for Indian Child Welfare Act (ICWA) services, and the APP staff provided services in nine Asian languages.
- Provided through subordinate staff Emergency Response, Family Maintenance, Family Reunification, and Permanency Planning services to 1,830 children.
- Created an intranet performance management system, which allowed managers and supervisors to use the IBM Cognos business intelligence software to leverage child welfare information for operational practice decisions ("MyARA") which won a Special Merit award at the 2010 24th Annual Productivity and Quality Awards ceremony.
- Provided backup management coverage to the Pasadena DCFS regional office.
- Formulated the Office Disaster Plan utilized by all 18 DCFS regional offices based on the Incident Command System.

Supervising Children's Social Worker, Placement and Recruitment Unit, Adoptions Division, *Los Angeles County Department of Children and Family Services*, Los Angeles, CA (2004 to 2007)

- Oversaw 5 social workers and two support staff who recruited of potential adoptive families for 240 children who did not have identified adoptive families.
- Supervised the Heart Gallery program, a partnership between DCFS and volunteer professional photographers to highlight children in need of adoptive families.

Children's Social Worker, Adoptions Division, *Los Angeles County Department of Children and Family Services*, Los Angeles, CA (1999 to 2004)

- Provided child protective and adoption services to 64 children.
- Trained other Adoptions Division social workers on the state's child welfare data base (CWS/CMS).

ACADEMIC EXPERIENCE

Adjunct Associate Professor, SOWK 705 – Leading Public Discourse, *Doctor of Social Work Program, Suzanne Dworak-Peck School of Social Work, University of Southern California*, Los Angeles, CA (Fall 2017)

- Teach a doctoral course on strengthening civic engagement through leading public discourse.

Lecturer (Part-Time), SW242 – Research Methods, Data Analysis and Evaluation, *School of Social Work, San Jose State University*, San Jose, CA (Spring Semester 2016)

- Teach a foundation course for graduate social work students on fundamentals of using quantitative and qualitative approaches to evaluate social service programs.

Adjunct Lecturer, SW285D – Child Welfare Research: An Applied Perspective, Department of Social Work, School of Public Affairs, University of California, Los Angeles, CA (Fall Quarter 2011, Spring Quarter 2012)

- Teach a course for graduate social work students on child welfare research.

EDUCATION

Doctor of Public Health (Dr.P.H.), Community Health Sciences, University of California, Los Angeles

Master of Social Welfare (M.S.W.), Administration, Policy, and Planning, University of California, Los Angeles

Master of Public Health (M.P.H.), Community Health Sciences, University of California, Los Angeles

Bachelor of Science (B.S.), Psychobiology, University of California, Los Angeles

COMMUNITY SERVICE

Editorial Consultant, Social Work, peer-reviewed journal of the National Association of Social Workers (2011-pres.)

County Commissioner, Fifth District Representative, Policy Round Table for Child Care (Child Care Commission), Board of Supervisors, Los Angeles County (2002-2005)

Disaster Services Chairman, American Red Cross of Greater Los Angeles (1998 to 1999)

Instructor, Basic Disaster Courses, American Red Cross of Greater Los Angeles (1997 to 2002)

Team Leader, Disaster Action Team, American Red Cross of Greater Los Angeles (1997-2000)

Volunteer Member, Disaster Medical Assistance Team (DMAT CA-9), Los Angeles (1997-2000)

INTERNSHIPS

Staff Assistant, Immediate Office of the U.S. Assistant Secretary for Aging, U.S. Department of Health and Human Services, Washington, D.C. (1994)

Administrative Intern, Senior Care Network, Huntington Hospital, Pasadena, CA (1994)

PEER-REVIEWED PUBLICATIONS

- **Nguyen LH.** A public health response to data interoperability to prevent child maltreatment. *American Journal of Public Health.* 2014;104:2043-2048.
- **Nguyen LH.** A different perspective on managing child welfare programs in turbulent times. *Social Work.* 2014;59:81-83.
- **Nguyen LH.** The relationship between unemployment and child maltreatment: A county-level perspective in California. *Children and Youth Services Review.* 2013;35:1543-1555.
- **Nguyen LH.** Using return-on-investment (ROI) to evaluate child welfare training programs. *Social Work.* 2013;58:75-79.
- **Nguyen LH.** Child welfare informatics: A new definition for an established practice. *Social Work.* 2007;54:361-363.
- **Nguyen LH, Shen H, Ershoff D, Afifi AA, Bourque L.** Exploring the causal relationship between exposure to the 1994 Northridge Earthquake and pre- and post-earthquake preparedness activities. *Earthquake Spectra.* 2006;22:569-588.
- **Inkelas M, Loux LA, Bourque LB, Widawski M, Nguyen LH.** Dimensionality and reliability of the Civilian Mississippi Scale for PTSD in a postearthquake Community. *Journal of Traumatic Stress.* 2000;1:149-167.

- **Nguyen LH.** First aid training: The hidden dimension of injury control for school-based injuries (Letter to the Editor). *American Journal of Public Health.* 1998;88:1557.
- Shoaf KI, Sareen HR, **Nguyen LH**, Bourque LB. Injuries as a result of California earthquakes in the past decade. *Disasters.* 1998;22:218-235.
- **Nguyen LH**, Shoaf KI, Rottman SJ, Bourque LB. Self-perceived first aid abilities following the Northridge earthquake. *Prehospital and Disaster Medicine.* 1997;12:293-299.
- Bourque, LB, Shoaf KI, **Nguyen, LH.** Survey research [in Disasters]. *International Journal of Mass Emergencies and Disasters.* 1997;15:73-101.
- Acosta FX, **Nguyen LH**, Yamamoto J. Using the brief symptom inventory to profile monolingual Spanish-speaking outpatients. *Journal of Clinical Psychology.* 1994;50:721-724.
- Diego AT, Yamamoto J, **Nguyen LH**, Hifumi S. Suicide in the elderly: Profiles of Asians and Whites. *Asian American and Pacific Islander Journal of Health.* 1994;2:49-57.
- Yamamoto J, Silva A, Sasao T, Wang C, **Nguyen L.** Alcoholism in Peru. *American Journal of Psychiatry.* 1993;150: 1059-1062.
- Snodgrass LL, Yamamoto J, Frederick CJ, Ton-That N, Chan L, Wu J, Hahn PH, Shin DY, **Nguyen LH**, de Jonge J, Fairbanks, L. Coping with post-traumatic stress disorder: A treatment module for Vietnamese refugees. *Journal of Traumatic Stress.* 1993;6:569-575.

SELECTED PRESENTATIONS

- **Nguyen LH.** CSEC (Commercial Sexual Exploitation of Children) Screening Webinar Tools and Challenges. California County Welfare Directors Association (CWDA) Hosted Training Webinar. Online: March 5, 2015.
- **Nguyen LH.** Overview of the outcomes of children in the foster care system. National Association of Social Workers 2013-2014 Webinar Series. Online: May 22, 2014.
- **Nguyen LH.** Proof-of-concept of a Child Welfare Informatics (CWI) system. Casey Family Programs Predictive Analytics Symposium. Scottsdale, AZ: December 6, 2013.
- **Nguyen LH.** Evidence-based implementation of a Child Welfare Informatics (CWI) system. 2012 National Human Services Training Evaluation Symposium. Berkeley, CA: May 24, 2012.
- **Nguyen LH**, Goldberg D. Geo-Targeting social services: Leveraging spatial analysis to optimize the efficacy of child welfare services planning and delivery. Alhambra, CA: November 16, 2011.
- Lopez I, **Nguyen LH**, Hitchcock B. Bridging the river of culture: A journey of healing for Los Angeles County's American Indian community and the Department of Children and Family Services. National Indian Child Welfare Association's 28th Annual "Protecting Our Children" Conference, Portland, OR: April 12, 2010.

HONORS AND AWARDS

- Candidate, Fulbright Specialist Roster, Bureau of Educational and Cultural Affairs, United States Department of State, Washington, D.C. (2016-2021) The Program is a national list of qualified U.S. scholars and professionals who have a doctorate or equivalent terminal degree in their field. Those on the list are chosen based on their leadership, academic merit, professional standing, and accomplishments who can serve as experts to assist overseas academic and associated institutions to engage in projects on environmental issues, food security, public health, education and other challenges.
- Who's Who in the World (2012-present)
- Who's Who in America (2010-present)
- Special Merit Award, Los Angeles County Quality and Productivity Commission (2010)
- Recognition Award, American Indian Community Council (2010)
- Delta Omega National Public Health Honor Society (2003)
- Distinguished Scholar Award, Alumni Association, University of California, Los Angeles (1997)
- Beverlee A. Myers Memorial Scholarship Award, American Public Health Association (1997)