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University of Southern California
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EDUCATION

University of Southern California Los Angeles, California

Doctor of Philosophy, Social Work August 2009
Dissertation: *Exploring the Development of Psychological Empowerment Among Survivors of Intimate Partner Violence: Does the Personal Empowerment Program[®] Live Up to Its Name?*
Urban & Global Ph.D. Fellow 2005 – 2007
Graduate Certificate in Public Management May 2007

Columbia University New York, New York

Master of Science in Social Work May 2003

Wellesley College Wellesley, Massachusetts

Bachelor of Arts in Economics, Minor in Women's Studies May 2001

ACADEMIC EXPERIENCE

USC Telehealth, School of Social Work, University of Southern California Los Angeles, California January 2012 – Present Position: Clinical Director

- Directs clinical and administrative operations for virtual tele-mental health services, including clinical management, clinical policies & procedures, medical records, patient care information systems, quality management, faculty/staff credentialing and graduate social work field education.
- Develops field education curriculum content and teaching modalities. Established and directs a rigorous 6-week (100+ hour) training curriculum, consisting of online modules, live didactic training sessions, role-plays, observed mock and actual client sessions, and concurrent feedback from LCSW field instructors to develop students' skills in bio-psychosocial assessment, diagnostic formulation, treatment planning, clinical documentation, suicide/homicide risk assessment and cultural competence with special populations within a virtual practice setting.
- Leads weekly consultation meetings with LCSW Clinical Supervisors to discuss treatment team members' performance and challenging client cases. Directly supervises clinical

supervisors and field instructors. Recruits, screens, hires, orients, and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines, and/or terminates employees, as required.

- Directs the delivery of clinical/psychotherapy services to targeted program participants or beneficiaries.
- Sets and communicates program priorities and performance standards and assesses operations using these criteria.
- Recruits most qualified prospective student intern candidates and orients accepted students.
- Collaborates with faculty researchers to develop research aims and objectives, methods, and data collection plans, and collect and analyze data related to clinical/psychotherapy services. Represents the program and University as an authority in field. Responds to requests for information, advice, or assistance from colleagues, the media, professional or industrial associations, etc.
- Plans, develops, organizes, implements and evaluates patient care delivery systems, including registration, admission, case management, customer service, ancillary service, emergency services, etc. Ensures the provision of high quality customer service to patients, payors, referring practitioners and staff.
- In collaboration with Operations Director, develops and oversees implementation of internal policies covering practice operations, quality assurance, billing services, medical records, safety, etc., ensuring compatibility with University policy and compliance with requirements of managed care contracts and insurance companies. Interprets applicable laws, rules, regulations, policies and procedures, ensures compliance and approves any necessary exceptions. Ensures consistency of clinical practices with current local, state and federal regulations, and laws and standards established by accrediting organizations.
- Train MSW Interns on best practices for the delivery of tele-mental health services using videoconferencing technologies including:
 - Establishing and maintaining a helpful, supportive, and highly professional therapeutic relationship with clients
 - Development and application of appropriate assessment and clinical intervention techniques
 - Diagnosis, case conceptualization, and treatment planning
 - Maintaining confidential client records
 - Learning about and using community resources when appropriate
 - Working effectively with supervisors, colleagues, and peers including appropriate case presentation and conferences
- Mentor MSW Interns in completing effective biopsychosocial assessment interviews. Observe performance and provide constructive feedback in order to confirm interns' proficiency prior to approving their independent work with actual clients.
- Provide weekly individual and group supervision to ensure accuracy of client diagnoses and appropriate alignment of treatment objectives with evidence-based interventions.
- Review client documentation within 24 hours including psychotherapy intake notes, treatment plans, and progress notes. Ensure documentation fulfills clinical best practices as well as legal and compliance standards set for county-contracted mental health providers.
- Train and monitor the implementation of baseline and outcomes evaluation measures with every client.

- Ensure availability for consultation to MSW Interns in cases of client emergency. Clinical Supervisors remain on-call to assess and intervene in cases presenting with high levels of suicidal or homicidal risk, child abuse, elder/dependent adult abuse, or self-harm.

**University of Southern California
Virtual Academic Center**

May 2011 – Present

Position: Part-Time Lecturer

- Field Practicum and EBI Lab (SOWK 586a):
 - Taught evidence-based interventions (EBIs) in the weekly 2-hour in-class Practice Labs, specifically focusing on creative experimentation and application of motivational interviewing, problem solving therapy, and cognitive behavioral therapy. Facilitated class discussions about practicum experience, provided professional consultation for students regarding their experiences with client(s), and helped students improve their professional communication skills through presentations, role plays, and leading classroom discussions. Facilitated opportunities to apply social work practice, values and ethics in various virtual practice settings involving a combination of videos, interactive virtual media, and written and oral assignments. Collaborated with students to create and approve learning agreements, discuss and give feedback on Reflective Learning Tools, complete and sign end-of-semester evaluations, and ensure assignments are completed timely.
 - Co-led a weekly consultation group to train new VFP instructors in the delivery of EBI training and provide professional consultation for instructors regarding their experience with teaching a foundation year field practicum course.
- Clinical Practice in Mental Health Settings (SOWK 645): Social work processes from intake to termination. Emphasis on clinical skills required for social work practice in a broad spectrum of mental health settings. Required for students in Mental Health concentration.
- Social Work Practice with Families, Groups and Complex Cases (SOWK 545): Expanded generalist social work practice skills to include assessment and intervention with families and groups within a systems context. Reviewed appropriate theories and interventions with regard to their applicability to social work with special populations.
- Social Work Practice with Individuals (SOWK 543): Introduced generalist social work principles emphasizing a systems perspective, the continuum of service delivery levels and modalities, and a commitment to underserved and vulnerable populations. Emphasized theories and necessary skills required to work with individuals in the engagement, assessment, intervention, termination and evaluation phases of treatment.
- Social Welfare (SOWK 535): Facilitated an understanding of the building blocks of how social welfare policy is developed and implemented in the United States, the substantive rationale for policy, the role of social workers in all areas of practice in promoting social justice, how to advocate, and the integration of practice with policy.
- Policy and Practice in Social Service Organizations (SOWK 534): Provided an overview of U.S. social welfare history. Additional course objectives are to identify major social welfare policies and their impact on agencies and their communities and focus on the structural and functional components of organizations and agencies responsible for the delivery of social services within communities.

Saddleback College

Mission Viejo, California

September 2007 – May 2009

Position: Associate Faculty, Gender & Women's Studies

- Introduction to Women's Studies (WS 10): Facilitated an exploration of the impact of social institutions and cultural practices on women's lives which focuses on the ways in which differences of race, ethnicity, class, sexuality, and age define women's experiences and identities. Additional course objectives were to analyze how women are represented in language and culture, compare and contrast women's experiences in the paid and unpaid labor force, identify the impact of sexuality and body image on women's lives, and analyze the sources of violence against women.

University of Southern California

Orange County Campus, Irvine, California

May 2008 – August 2008

Position: Teaching Assistant

- Social Work Research (SOWK 562): Provided instruction on research methodology, including conceptualization of research problems, literature review, research design, sampling, measurement, data collection, and data analysis.

COMMUNITY-BASED PROFESSIONAL EXPERIENCE

Coalition to Abolish Slavery & Trafficking

Los Angeles, California

May 2010 – January 2012

Position: Client Services Director

- Led the development, coordination, and implementation of comprehensive services to victims of slavery & trafficking.
- Supervised Emergency Response Coordinator, Shelter Program Coordinator, MSW Case Manager, and second-year MSW interns.
- Launched new service delivery model based on brief solution focused therapy.
- Developed policies and procedures including tools for assessment, service planning, and evaluation.
- Reviewed case management files, monthly logs, and other documentation to ensure quality service and contract compliance.
- Provided training and technical assistance to partnering agencies.
- Collaborated with grant writer to secure funding for current and proposed programs.

Laura's House

Ladera Ranch, California

August 2006 – December 2009

Position: Director of Client Programs

- Led the development, implementation, and evaluation of all programs and services including a 24-hour domestic violence hotline; a 45-day, 22-bed emergency shelter program for women and their children; a 90-day, 7-bed transitional housing program; and an outpatient Counseling & Resource Center offering crisis intervention, individual and family therapy, psycho-educational groups and workshops, legal advocacy, case management, and community education.

- Supervised Shelter Manager, Clinical Services Manager, Legal Advocate/Case Managers, and Prevention Education Specialist.
- Responsible for departmental budgets of Emergency Shelter/Step Ahead, children's services, counseling, legal advocacy, community outreach, and the teen dating violence prevention program known as Healthy Emotions & Attitudes in Relationships for Teens (HEART).
- Collaborated with grant writer to secure funding for current and proposed programs.
- Co-facilitated strategic planning process with direct practice staff to formulate goals, objectives, and strategies for 2008-2010.
- Increased cohesiveness and collaboration across program sites by launching a treatment team approach at the Emergency Shelter/Step Ahead involving case managers, legal advocates, therapists, and childcare staff.
- Drafted revised policies & procedures manuals for the Emergency Shelter/Step Ahead and Counseling & Resource Center.
- Drafted revised job descriptions for all direct practice positions including Shelter Manager, Clinical Services Manager, Case Managers, Therapists, Legal Advocates, Shelter Advocates, and Prevention Education Specialist.
- Revised documents for initial telephone and intake assessments with hotline callers and residents in partnership with the Shelter Manager.
- Revised documents for intake and psychosocial assessments with Counseling & Resource Center clients in partnership with Clinical Services Manager.
- Revised documents for risk assessment with legal advocacy clients in partnership with relevant staff.
- Drafted Laura's House Policy Statement and Implementation Plan for Cultural & Linguistic Competency.
- Installed new bilingual Prevention Education Specialist to expand community outreach to new client groups.
- Developed new evaluation tools including standardized instruments to monitor change in psychosocial outcomes of adult, teen and child clients.
- Developed new instrument to monitor client satisfaction with legal advocacy services.
- Field tested revised outcome evaluation and client satisfaction questionnaires.
- Monitored outcome evaluation data collection.
- Analyzed outcome evaluation data and reported findings.
- Established new partnership with Master of Social Work (MSW) program at California State University, Fullerton.
- Supervised students completing field practicum requirements toward the MSW degree.
- Developed new Life Skills series for Emergency Shelter/Step Ahead residents focusing on financial literacy and health promotion.
- Developed curriculum for 90-minute workshops on job search and career development.
- Pursued partnership with the Orange County Health Care Agency to offer sexual & reproductive health workshops to Emergency Shelter/Step Ahead residents.
- Facilitated 40-hour Domestic Violence Counselor Training required by California Evidence Code 1037.7.
- Facilitated sessions on the dynamics of domestic violence and family violence in later life for training participants.
- Co-facilitated domestic violence psycho-educational groups known as the Personal Empowerment Program[©]

- Conducted domestic violence awareness and outreach presentations to nonprofit organizations, businesses, and other potential community partners.
- Launched bimonthly volunteer orientations, streamlining volunteer recruitment and induction process.
- Drafted revised Volunteer Handbook.
- Staff liaison to the Program Committee of the Board of Directors.
- Collaborated with Executive Director/CEO, Vice President of Advancement, and Director of Events & Communications as member of executive management team.

Su Casa ~ Ending Domestic Violence

Long Beach, California

March 2004 – August 2006

Position: Clinical Director

- Managed all programs and services including a 24-hour domestic violence hotline; a 30-day, 22-bed emergency shelter program for women and their children; a 12-month, 24-bed transitional housing program; and a community-based Outreach Center offering crisis intervention, individual & group counseling, case management, legal advocacy, and community education.
- Completed intake, psychosocial, and risk assessments with Outreach Center clients.
- Provided crisis intervention and case management services including information and referral to Outreach Center clients.
- Provided weekly individual therapy to assigned clients.
- Facilitated parenting classes and domestic violence psycho-educational groups.
- Led open-ended women's domestic violence support group.
- Launched outpatient group program for child witnesses of domestic violence.
- Collaborated with child protective services and child welfare workers to implement treatment plans for mutual clients.
- Facilitated weekly case review meetings at Emergency and Transitional Shelters.
- Facilitated monthly group consultation meetings with direct practice staff across sites.
- Supervised Emergency Shelter Manager, Transitional Shelter Manager, and Outreach Center Coordinator.
- Responsible for departmental budgets of Emergency Shelter, Transitional Shelter, and Outreach Center.
- Collaborated with grant writer to secure funding for current and proposed programs.
- Co-facilitated strategic planning process with Executive Director to formulate goals, objectives, and strategies for 1-, 3-, and 5-year Strategic Plan.
- Developed revised evaluation tools including standardized instruments to monitor change in psychosocial outcomes of adult clients.
- Field tested revised outcome evaluation questionnaire.
- Monitored outcome evaluation data collection.
- Established agency as a field practicum site for students pursuing the Master of Social Work (MSW) degree at University of California, Los Angeles; California State University, Long Beach; California State University, Los Angeles; and Loma Linda University.
- Supervised students completing field practicum requirements toward the MSW or BSW degree.
- Facilitated 40-hour Domestic Violence Counselor Training required by California Evidence Code 1037.7.

- Facilitated sessions on the dynamics of domestic violence and cultural competency for training participants.
- Conducted domestic violence awareness and outreach presentations to nonprofit organizations, businesses, and other potential community partners.
- Staff liaison to the Program Committee of the Board of Directors.
- Collaborated with Executive Director and Director of Finance as member of executive management team.

Parents Anonymous[®], Inc.

Claremont, California

July 2003 – February 2004

Position: Trainer

- Provided training and technical assistance in 2 California parent leadership initiatives that focus on reducing child abuse and neglect by strengthening families, building the leadership skills of parents, and making improvements in child welfare systems.
- Collaborated with child welfare administrators, social workers and service consumers (parents) to design and implement participatory training and planning processes.
- Developed newsletters that highlight the benefits and lessons learned in promoting and implementing parent leadership strategies.
- Supported research to measure the impact of parent leadership on child welfare system reform.

Center for Women & Families, New York Association for New Americans

New York, New York

Position: Domestic Violence Counselor

May 2002 – April 2003

Social Work Intern

September 2001 – April 2002

- Completed initial telephone assessments.
- Provided crisis intervention, information, and referral to hotline callers.
- Completed intake, psychosocial, and risk assessments.
- Provided crisis intervention and case management services to immigrant and refugee women and men experiencing problems of domestic violence and legal residency.
- Provided weekly individual therapy to assigned clients.
- Collaborated with immigration attorneys to write affidavits for women and men petitioning for legal residency under Violence Against Women Act (VAWA) legislation.
- Facilitated monthly orientations to educate undocumented victims of domestic violence about their legal rights and options for legal remedies.
- Collaborated with Sakhi for South Asian Women to design and implement community education and outreach targeted to Bangladeshi immigrant communities.
- Participated in weekly clinical case conferences with social workers and counselors.
- Participated in the Family Violence Prevention Training Program coordinated jointly with the Jewish Board of Family & Children's Services.

**Sarah Burke House, Sanctuary for Families
New York, New York**

September 2002 – April 2003

Position: Social Work Intern

- Completed intake, psychosocial, and risk assessments.
- Provided crisis intervention and case management services including information and referral to transitional shelter residents who were not yet prepared to live independently due to the severity of their abuse experiences, the ongoing risk of domestic violence, and/or the absence of safe, permanent housing.
- Provided weekly individual therapy to assigned clients.
- Co-facilitated weekly parenting classes and domestic violence psycho-educational groups.

VOLUNTEER EXPERIENCE

National Peace Council of Sri Lanka

Colombo, Sri Lanka

December 2009 – May 2010

Position: Consultant, Monitoring & Evaluation

- Collaborated with team leaders to articulate goals, objectives, and outcomes related to organizational initiatives focused on peace education, multi-level activism, media, and rights & reforms.
- Developed evaluation tools to assess impact of psychosocial interventions with children in camps for war-affected, internally displaced persons.
- Developed tools to assess change in training participants' knowledge & attitudes.

Ship for World Youth 20

Tokyo, Japan

January 2008 – March 2008

Position: Member of 11-person USA Delegation

- Represented the national delegation in a cultural exchange program organized by the Japanese government, convening 250 young adults from 14 countries across 6 continents.
- Served on the Course Discussion Steering Committee.

California National Organization for Women

Sacramento, California

February 2004 – April 2007

Position: Vice President of Racial & Ethnic Diversity, Executive Committee Member of the Board of Directors

- Participated in all financial, board development, and public policy decision-making.
- Facilitated capacity building training for members of the Board of Directors.
- Public speaking at statewide membership conferences.

CONFERENCE PRESENTATIONS

- Islam, N. *Innovative Approaches to Mental Health Issues: Telehealth and Peer-to-Peer Support*. Featured panelist at the Iraq & Afghanistan Veterans of America Mental Health Forum, Los Angeles, California. January 23, 2014.
- Islam, N., & Hernandez, B. *Tailored Technical Assistance and Training to Combat Trafficking in Persons*. A customized training program requested by the US Department of State's Office to Monitor and Combat Trafficking in Persons with support from the US Embassy, Guatemala City, Guatemala. June 8 to 9, 2011.
- Islam, N. *Tools, Resources, and Promising Practices for Foreign National Victims: Services for Trafficking Victims*. Workshop presented at the South Texas Anti-Trafficking Conference in San Antonio, Texas. February 27 to March 1, 2011.
- Islam, N. *Conceiving Motherhood: Fertility Decision-Making in Abusive Intimate Relationships*. Paper presented at the 5th International Conference on Social Work in Health and Mental Health, Hong Kong, China. December 10 to 14, 2006.
- Islam, N. *Comparative Approaches to Domestic Violence Intervention in the United States and People's Republic of China*. Paper presented at the 18th Asia Pacific Social Work Conference, Seoul, Korea. September 21 to 24, 2005.

SCHOLARSHIP

- Islam, N., & Richards, G. (2016). Web-Based Practice. In E. Schott & E. Weiss (Eds.), *Transformative Social Work Practice: A Meta-framework Approach*. Thousand Oaks, CA: Sage Publications, Inc.
- Islam, N. (2015). *USC Telehealth MSW Intern Training Curriculum*. Curriculum developed for structured social work intern training at USC Telehealth, a virtual outpatient behavioral health clinic affiliated with the USC School of Social Work.

PROFESSIONAL AFFILIATIONS

Licensed Clinical Social Worker LCS 24725, California Board of Behavioral Sciences
National Association of Social Workers