

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

University of Southern California,
Suzanne Dworak-Peck School of Social Work

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EDUCATION

Doctor of Education	2017	University of Southern California Organizational Change and Leadership
Dissertation Title: Training Social Workers to be Inclusive Practitioners: The Role of Faculty Development		
Masters of Social Work	2006	University of Central Florida Social Work
Masters of Science	2000	University of Central Florida Health Services Administration
Bachelors of Arts	1999	University of South Florida Psychology

CERTIFICATIONS

Advanced Certified Hospice and Palliative Care	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)

<i>Clinical Associate Professor</i>	July 2017 – present
<i>Clinical Assistant Professor</i>	July 2014 – June 2017
<i>Adjunct Faculty</i>	August 2013 – September 2014

Courses Taught & Led:

MSW program: Virtual Field Practicum, Integrative Learning for Social Work Practice, Applied Learning in Field Education, Integrative Learning for Advanced Social Work Practice, Advanced Applied Learning in Field Education, [SCI National Immersion in Washington DC](#) and [CYF Native American Immersion in Cheyenne River, Sioux Tribe, South Dakota](#).

DSW program: Design Laboratory for Social Innovation I & Residency II

Co-Lead: Integrative Learning for Social Work Practice (2016-2017); Integrative Learning for Advanced Social Work Practice (2020-present); Design Laboratory for Social Innovation I (2020-present) & Design Laboratory for Social Innovation II (2020-present), Residency I (2018-2019) & Residency II (co-lead 2018-2019).

DSW Qualifying Exam & Final Defense Committees (2019-2020): Over 100 students

Regional Field Faculty experience: Daily field placement problem resolution, providing liaison consultation and mentorship, managing the student replacement process, daily documentation in Salesforce, developing Student Performance Improvement Plans, developing and building relationships with VAC Teaching Institutes (n=5); providing Field Instructor trainings; advised students on the planning team to create [Activating Community & Policy Responses to Homelessness: A Social Change Lab Experience](#); developed a [Trauma Informed Interview Coaching](#) model for VAC field placement (over 100 students have been referred); creating student and agency communication in response to disasters during hurricanes, local shootings, and worldwide pandemics

Departmental service: Curriculum Review & Design Team; Diversity, Equity, and Inclusion Co-chair

School-wide service:

2020-present (lead) Created and developed the structure for over 100 field hours of [Experiential Learning Labs](#) for students impacted by COVID19. Over 300 unique students have registered for over 100 sessions that are provided by internal faculty and external speakers. Attendance coordination for field liaisons and surveys were sent to attendees with an opportunity to provide recorded material to the Office of Advancement for the Dworak-Peck Connect platform.

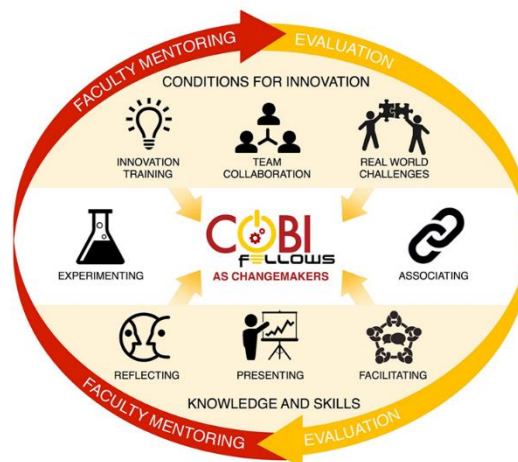
2018-present Co-Advisor to [Unchained Scholars](#), a Student Interest Group for previously incarcerated students and allies that have produced scholarly work such as podcasts, panels, and conference presentations.

Ongoing (in committee) Facilitate conversations with faculty on topics such as building an inclusive learning environment, gender and sexual identity, socioeconomic inequalities, race and social justice, post-Presidential election forums, and a weeklong series of conversations in response to 2020 Civil Unrest

2018-2019 (in committee) Created a school wide plan for Excellence in Teaching that incorporated a definition of Excellent in Teaching, evaluation tools and process, faculty development, and incentives.

2016-2018 Co-Lead of [COBI Fellowship in Social Innovation Program](#) where students will supplement their MSW coursework over 16 months with a) training in methodologies and tools related to the three stages of innovation (invention, implementation and diffusion); b) eight intensives to hone introducing, facilitating and supporting innovation (practicums and real-world consulting engagements); c) training in effective spoken and written communications; d) additional readings, exercises and coaching from faculty and practicing social innovators; and e) a full-time field placement

2016-2018 (in committee) Met with schoolwide stakeholders to develop the school's [five-year strategic DEI plan](#) that included the planning process, data collection plan, DE&I framework, plan for implementation and evaluation, plan for supporting, tracking, and updating the plan, building on existing initiatives, and year one progress.



University-wide service:

- 2020 Provided Crisis Online Teaching through Zoom Training to over 200 online attendees in collaboration with USC Center for Excellence in Teaching in response to COVID19
- 2017-2019 USC Diversity Week Presentations:
 Addressing Sexual Harassment through an Affirmative Consent Culture: A USC and National SEED Project Collaborative (2019)
 Building a Trauma-Informed Learning Community (2019)
 Addressing Sexual Harassment Through a Consent Culture: A USC and National SEED Project Collaborative (2018)
 Engaging Diversity and Inclusion in the Classroom Teaching Practice (2017)
- 2016 In collaboration with the school and Academic Senate contributed to the development of the survey instrument and interviewed faculty members for the Real Talk forum.

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

PUBLICATIONS

- Brown, D. E., Hess, S. L., & **Singh, M. I.** (2020). Trauma-Informed interview coaching: An innovative approach to achieve equal opportunity and social justice in field education. *The Field Educator*, 10(1). Retrieved from <https://fieldeducator.simmons.edu/wp-content/uploads/2020/05/20-247-1.pdf>
- Brown, D., Baron, M.W., Cardinal, L, Hess, S., & **Singh, M.I.** (2019). When the past is present in the classroom: Utilizing a trauma-informed approach in the virtual setting. In R.P. Maiden (Ed.), *The Transformation of Social Work Education through Virtual Learning*. Cambridge Scholars Publishing: London.
- Prakash, N., **Singh, M. I.**, Prevot, J., Gopie, S., Vorster, J., & Averkiou, P. (2019). Leave me alone: Violence against women in Trinidad and Tobago. In Zaleski, K. L., Enrile, A., Weiss, E.L., & Wang, X. (Eds.), *Women's journey to empowerment in the 21st century: A transnational approach*. New York, NY: Oxford University Press.
- Phillips, E. S., Wood, G. J., Yoo, J., Ward, K. J., Hsaio, S. C., **Singh, M. I.**, & Morris B. (2018). The Virtual Field Practicum: Building core competencies prior to agency placement. *Journal of Social Work Education*.
- Singh, M. I.** (2017). Training social workers to be inclusive practitioners: The role of faculty development. Retrieved from Proquest Dissertations Publishing. 978-0-3555-7488-3
- Nair, M. D., **Singh, M. I.**, Otterloo, N. M., & Arora, A. (2018). Utilization of arts in social work practice: A review of the literature. *Canadian International Journal of Science and Technology*, 10.
- 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>

MANUSCRIPT REVIEWER

Advances in Social Work	2015 – 2019
Home Health Care Services Quarterly	2015 – 2016
Journal of Forensic Social Work	2014 – 2016

PRESENTATIONS – NATIONAL & STATE CONFERENCES

- Brown, D., Hess, S., & **Singh, M. I.** An Innovative Trauma Informed Approach to Achieve Equal Opportunity and Social Justice via Interview Coaching. Social Work Distance Education Conference. April 2019.
- Brown, D., **Singh, M. I.**, & Hess, S. Creating Trauma Informed Global Environments Global Social Welfare Digital Summit. March 2019.
- Singh, M. I.**, Smith-Maddox, R., Dashiell-Sparks, A., & Maegawa, M. Building a Consent Culture: Utilization of National SEED Project Methodology in Social Work Practice. Society for Social Work and Research. January 2019.
- Smith-Maddox, R., Dashiell-Sparks, A., **Singh, M. I.**, Maegawa, M., & Moye, L. Creating a Culture of Affirmative Consent. USC Diversity, Equity, and Inclusion Week. January 2019.
- Singh, M. I.**, Hess, S., & Brown, D. Building a Trauma-Informed Learning Community. USC Diversity, Equity, and Inclusion Week. January 2019.
- Singh, M. I.** Training Social Workers to be Inclusive Practitioners: The Role of Faculty Development. Council on Social Work Education APM. November 2018.
- Singh, M. I.**, Islam, N., Enrile, A., & Groff, S. Design Thinking as a Pathway for Inter-Professional Education in Social Innovation. Council on Social Work Education APM. November 2018.
- Brown, D., **Singh, M. I.**, & Wobbe-Viet, L. Teaching EMDR to Achieve Social Justice: A Response to Trauma and Disaster. Council on Social Work Education APM. November 2018.
- Singh, M. I.**, Islam, N., & Cox, T. Disruptive Leadership: Subverting Social Norms to Affect Systemic Change. Network for Social Work Management. June 2018.
- Singh, M. I.**, Bikson, K., Smith-Maddox, R. & Parker-Dominguez, T. Teaching Diversity and Social Justice: Strategies for the Virtual MSW Classroom to Improve Educational Outcomes. Society for Social Work and Research. January 2018.
- 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.

ACCEPTED PRESENTATIONS – NATIONAL & STATE CONFERENCES

- Singh, M. I.**, & Prakash, N. (2020). Violence against women in US immigrant groups: Developing a cultural responsiveness using a trauma-informed care approach. National Association of Social Workers: Florida State Conference. Orlando, FL.
- Cox, T., Dreschsler, K., Howell, T., Humphreys, M., Kim, S., King, D., Simons, L., **Singh, M. I.**, & Torres, M. Strategies for emphasizing diversity and inclusion in and throughout the MSW curriculum. Council on Social Work Education: Annual Program Meeting. Denver, CO. October 2019.
- Rimer, G., Hess, S., **Singh, M. I.**, Gonzalez, L. An Innovative Approach: Integrating Inclusive Trauma- Informed Approaches to Higher Education in Prison Systems. November 2019.
- Singh, M. I.**, Smith-Maddox, R. Building Brave Spaces for Critical Conversations in a Virtual Classroom. Teaching Professor Conference. June 2019.

GRANTS

- 2020 – 2025 Co-Investigator: HRSA: Scholarships for Disadvantaged Students. This program promotes diversity among the health professions by providing awards to eligible health professions and nursing schools, for schools to provide scholarships to students from disadvantaged backgrounds who have a demonstrated financial need and are enrolled full-time in a health profession program or nursing program, \$3,250,000

HONORS AND AWARDS

- 2018 Nominated for Dissertation of the year at USC Rossier School of Education
- 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

Crisis Care Network now R3 Continuum – Nationwide January 2009 – present

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current as of: 3.3.2021

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: 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 Leadership

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

Manager, Strategic Integration

July 2002 – July 2003

Manage new projects & programs to secure the highest level of customer service in partner

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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 Fellow Leadership Institute, USC Center for Excellence in Teaching	May 2020
Introduction to Human Centered Design, Ideo.org	Nov. 2018
Faculty Success Program, National Center for Faculty Development & Diversity	April 2017
SEED Leader, The National SEED Project (Seeking Educational Equity and Diversity)	June 2017

COMMUNITY SERVICE

NCNLI Region VII Representative, National Association of Social Workers	2019 - present
Council on Racial, Ethnic, and Cultural Diversity Council Member Council on Social Work Education	2017 - present
Director & Board Secretary , Community Health Centers Central Florida	2016 – present
NCNLI Alternate, National Association of Social Workers	2016 – 2019
Student Ambassador , USC Rossier School of Education, Organizational Change and Leadership Program	2015 – 2018
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 – 2018
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