

CURRICULUM VITAE

January 2018

Claudia Diane Rappaport, PhD, ACSW, MSSW

Business Address: Social Work Program, Texas A&M University – Central Texas, 1001 Leadership Place, Killeen TX 76549

Present Position: Associate Professor of Social Work, Texas A&M University - Central Texas (Tenure awarded September 1, 2007)

EDUCATION

1996: Doctor of Philosophy degree, Institute for the Medical Humanities, Graduate School of Biomedical Sciences, University of Texas Medical Branch, Galveston. I completed the program with a 4.0 GPA. My dissertation, “To Make Treatment Effective: The Development of Medical Social Work at the Massachusetts General Hospital, 1905-1945,” was based on primary research conducted in Boston at the Ida Cannon Archives of the Social Service Department of the Massachusetts General Hospital, the archives of the Simmons College School of Social Work, and the Harvard University Nursing Archives.

1975: Master of Science Degree in Social Work, Graduate School of Social Work, University of Texas, Austin. Completed the program with a 4.0 GPA. Master’s Thesis: “Attitudes toward Poverty and Welfare in Texas.”

1973: Bachelor of Arts Degree (Sociology major, Psychology minor), University of Texas, Austin. Graduated Summa Cum Laude (3.91 GPA) and with special honors in Sociology.

FOREIGN LANGUAGES

I speak and read Spanish with enough proficiency to be able to interview and write letters to clients in that language.

COMPUTER SKILLS

I am proficient at word processing (Word Perfect and MS Word) and use of Power Point. I type approximately 125 words per minute.

HONORS AND AWARDS

Spring 2015: Outstanding Student Organization Advisor, Texas A&M University-Central Texas Distinguished Service and Leadership Awards

Spring 2011: Teaching Excellence Award, Texas A&M University System

April 2011: Outstanding Student Organization Advisor, Texas A&M University-Central Texas Distinguished Service and Leadership Awards

April 2011: Outstanding Full-Time Faculty Member, Texas A&M University-Central Texas Distinguished Service and Leadership Awards

Fall 2010: Teaching Excellence Award, Texas A&M University System

October 2009: Outstanding Service Award given by National Phi Alpha Honor Society

February 2009: Award from Scott and White Hospice Thrift Store for “selfless volunteer service” and for “leadership as a Social Work role model to her students and to the community”

2004-05, 2005-06: Winner of the Faculty Advisor of the Year Award twice, Tarleton State University-Central Texas

2002: Winner of the Texas Leadership Achievement Award, Prevent Child Abuse Texas.

2000: Nominated by Family Outreach of America for “Five Who Care” Award, KVUE 24 Television, Austin.

1998: Nominated by Family Outreach of Southern Galveston County for Governor George W. Bush Volunteers in Texas Award.

1998: “Helping Hands Award,” Texas Department of Health, for community volunteer activities in child abuse prevention.

1990: Award from Hospice of Galveston County for “dedicated service” after completion of ten years as a board member.

1989: Award from Hospice of Galveston County for “outstanding service” upon completion of two terms as President of the Board.

March 1985: “Employee of the Month,” University of Texas Medical Branch, Galveston.

1983: Named “Social Worker of the Year” by the Galveston Unit, National Association of Social Workers.

December 1982: Award from Texas Chapter of National Association of Social Workers for “special meritorious demonstration of the values and ideals of the social work profession and for significant contributions to the betterment of human welfare.”

Listed in “Who’s Who Among Human Services Professionals,” 1985-86, 1987-88, 1992-93. Listed in “Who’s Who in the World,” 1995, 1996. Listed in “Who’s Who in the South and Southwest,” 1997-1998. Listed in “Who’s Who of American Women,” 2000-2001, 2002-2003, 2004-2005, 2006-2007. Listed in “Who’s Who in America,” 2003, 2004, 2007. Listed in “Who’s Who in American Education,” 2006-2007, 2007-2008. Listed in Strathmore’s Who’s Who, 2001. Listed in “2,000 Notable American Women,” 2004. Listed in “Who’s Who in Medicine and Healthcare,” 2006-2007. Listed in “Great Women of the 21st Century,” 2004 and 2005. Listed in “America’s Registry of Outstanding Professionals,” 2005-2006.

Named to “Outstanding Young Women in America,” 1981.

1988 and 1989: Named to National Dean’s List for Academic Achievement.

2008: Phi Alpha Social Work Honor Society

1974: Phi Beta Kappa, scholastic honor society

1973: Phi Kappa Phi, scholastic honor society

1973: Alpha Kappa Delta, Sociology honor society

PROFESSIONAL EXPERIENCE (SOCIAL WORK)

September 2007 to present: Associate Professor of Social Work. Named Coordinator of Social Work Program in March 2009, and continued in that capacity through December 2013, at which time I relinquished that role to another faculty member. Texas A&M University - Central Texas (formerly Tarleton State University - Central Texas), Killeen (Bachelor of Social Work degree program). (Awarded tenure on September 1, 2007 by Tarleton.) August 2000 to August 2007: Assistant Professor of Social Work, Tarleton State University - Central Texas.

- In my initial 3 years of teaching, I was the Field Placement Coordinator and taught three sections of Field Seminar (with Field I and Field II students) each semester (a significant course overload due to teaching 18 hours per semester, with no additional remuneration). The first year I also focused on pulling together and strengthening the entire field placement program at TSU-CT. I completely revamped the way the Field Seminar was conducted at the school, making it a strong classroom experience for the students to help them tie together their field experiences and their classroom learning experiences. In my first year of employment, I more than tripled the number of qualifying field placement agencies that accept our social work interns. In that first year I visited every agency that accepted interns to complete necessary paperwork, to make sure a qualified supervisor was working with our students, to evaluate the kinds of internship experiences the students were receiving, and to determine whether we should be utilizing each of those agencies for field placements. I began attending local inter-agency meetings regularly to meet agency representatives and to determine whether additional qualifying agencies would be interested in and eligible for serving as field placement sites. In 2001 I completely rewrote the department’s Field Manual. I hosted quarterly meetings of the Field Advisory Board, whose members are several of our tenured field placement supervisors and alumni of our program. I hosted an annual field placement supervisors training and annual awards luncheon.
- After my first two semesters, I also began teaching some academic courses nearly every semester: Family-Centered Assessments and Interventions, Human Behavior in the Social Environment I and II, and Social Work Methods: Micro-Interventions (which teaches counseling theories). Teaching these courses was done to improve the academics of the Social Work Program and involved an even greater teaching overload without extra remuneration.
- In 2003, with the departure of one of our faculty members, I made the decision to give up the role of Field Placement Coordinator to begin teaching academic social work courses full-time. We hired a new field placement coordinator, and I carried out much of his initial orientation and training. After he left in 2006, I helped orient another new field coordinator who started in January 2007. When that person became fully academic in 2008 and we hired another new field coordinator in August 2008, I helped with orientation of that person.
- I have provided orientation and mentoring for other academic social work professors who started with our program, including faculty who started with our program in 2006, 2008, 2009, 2010, 2011, 2012, 2013, and 2017.
- I am now the social work faculty member who teaches many of the micro-social work courses, which students take during their first three semesters in our program, prior to going into their field placements. I teach or have taught the following social work courses (4 courses in each fall and spring semester and 4 courses each summer):
 - Social Work with Diverse Populations (taught twice a year)
 - Human Behavior in the Social Environment I and II (each taught twice a year)
 - Biological Foundations of Social Work Practice (a course I created and teach two times a year)
 - (Micro Social Work) Practice I (taught twice a year; this is the course that teaches counseling theories and counseling skills)
 - Social Work and Mental Health (taught each summer)
 - Professional Writing for Social Workers (an elective course I created and now teach every summer semester)
 - Psychosocial Issues in Health, Illness and Disability seminar (an elective course I created and teach occasionally)

- Family-Centered Assessments and Interventions seminar (an elective course I created and taught twice before reformatting the course)
 - Family Risk and Resilience seminar (an elective course I created and teach occasionally)
 - Case Management seminar (an elective course I created and teach occasionally)
 - Methods and Skills of Social Work (including interviewing) (taught three times a year until Fall 2012; now I only teach it when needed as an emergency overload)
 - Death and Dying seminar (a course I created and teach occasionally)
 - Social Welfare in America (taught once)
 - Child Welfare Issues seminar (a course I created and taught several times until another faculty member began teaching it)
- I am responsible for all scheduling of social work classes on the Killeen campus. We maintain seven semesters of scheduling at a time so that students who start with the program can know when they will be able to take classes the entire time they are with our program. I am also the person who works with Hannah McDonald each semester to get our courses published prior to registration.
 - Every semester I am responsible for gathering data and then compiling a report on the enrollment hours of all social work majors and the number of faculty in order to verify that we are in compliance with Council on Social Work Education standards regarding the student:faculty ratio.
 - Every semester I conduct a one-hour interview with each student who is graduating from the social work program that semester. I then compile a de-identified report with all the data and distribute it to the rest of the faculty so we can discuss the results at a faculty meeting. This partially meets the CSWE requirement that we make changes to the program based on feedback from students.
 - Until January 2014 I supervised the social work administrative assistant, and occasionally a student worker.
 - In 2000 I organized a chapter of the Phi Alpha social work honor society for our campus, and since that time I have been serving as the faculty advisor for that student organization, including participating in a variety of community service projects they have carried out (including conducting a fair of MSW programs in Texas on our campus each spring, meeting with and mentoring new cohorts of social work students each semester, working at commencement ceremonies of Texas A&M – Central Texas as ushers until the Blue Coat Ambassadors were formed, carrying out a school supply drive for a low-income elementary school, assisting local families who are experiencing crisis situations, working with Habitat for Humanity to build homes, hosting a holiday party at a senior citizen public housing facility each year, providing bus tokens for homeless individuals served by Heritage House in Killeen, providing children's games and prizes at the Welcome Back Picnic at TAMU-CT each year, doing fundraisers for a variety of human service organizations, etc.). During my time as their faculty advisor, our Phi Alpha chapter won the Student Organization of the Year Award a number of times: for 2004-05, 2005-06, 2011-2012, 2012-2013, and 2014-2015; and Phi Alpha also won Program of the Year awards in 2012 and 2017. Our Phi Alpha chapter also won a national Phi Alpha Community Service Award in 2008, 2009, 2010, 2012, 2013, 2014, 2016, and 2017, and each time this included a \$500 donation from the national Phi Alpha organization. For the past four years our Phi Alpha president gave a poster presentation about our chapter activities at the annual Phi Alpha meeting at the CSWE national conference, and we won a second or first place award for each presentation. We induct new Phi Alpha members three times a year, each spring, summer and fall. I also helped create the Chapter Awards Committee of the national Phi Alpha Honor Society and served as its first chairperson; I attended national meetings of Phi Alpha when I attended the Council on Social Work Education national conferences.
 - Each semester I serve as academic advisor for 80+ social work students. Each semester I organize and conduct a day-long new social work student orientation program, to get the new social work students off to a good start in the program; I originally worked with another faculty member to create the concept of carrying out our own orientation for social work students. I also conducted a social work session twice each semester at the university's incoming students' orientation when they were asking programs to do this. I participate in new student recruitment activities, including attending resource fairs and working collaboratively with area junior colleges to set up agreements regarding having their students transfer into our program. I have participated in recruitment efforts for faculty in our program and in other programs, such as Criminal Justice, Nursing, and Sociology. I have also gone to social work classes at junior colleges to talk with students about what to expect if they plan to transfer to our university to complete a BSW degree.
 - Each semester I work with the university library staff to expand library holdings, especially videotapes for social work courses since I use a large number of these in my classes.
 - Beginning in Spring 2009, I played a leadership role in initiating steps to achieve independent accreditation of our BSW program by the Council on Social Work Education (CSWE). In March 2009 I attended the 4-day Baccalaureate Program Directors national meeting in Phoenix to learn about CSWE's new competency-based education standards and expectations regarding student learning outcomes that have to be carried out by our program. In March and in April I worked with Tammy Molina-Moore (then a consultant to our program) to produce a 79 page and then a 189 page study of our program, the first two steps in the effort to achieve independent CSWE accreditation. (I was teaching a full load

while carrying out all these accreditation efforts.) While preparing for our first site visit by CSWE in January 2010, CSWE decided we should not continue pursuing separate accreditation until TAMU-CT is independently accredited by SACS (which occurred in 2012), at which point our work on independent accreditation resumed. I worked with the social work faculty to incorporate the CSWE competency-based standards in their course syllabi and in their teaching and to develop tests to measure student learning outcomes that verify that our students achieve these learning objectives. I continue carrying out all these learning outcomes measures for the social work program. In 2012 we began working with Tarleton State University to achieve their reaffirmation through CSWE since we remain part of their program (until summer 2013), and we had a number of meetings with the Tarleton social work faculty and with a CSWE consultant to accomplish development of this self-study. The end result was our writing a nearly-300 page self-study; I was responsible for writing a number of parts of it and did the final editing, proof-reading, and correcting of the entire document in March 2013, right before it was sent to CSWE. That reaffirmation process was successful. In 2013-2014 the Killeen social work faculty prepared our own Benchmark I document and sent it to CSWE, initiating the process of our becoming independently accredited as a BSW program. I continued working on that effort to achieve our own independent accreditation through CSWE until it was awarded in February 2017. In Spring 2015 the Social Work Department won Program of the Year at TAMUCT for our work toward accreditation. I also helped organize and carry out two student pep rallies before each of our two accreditation site visits by CSWE, helping students understand the site visit process and get excited about those steps toward our accreditation.

- From January 2009 until December 2013, as Coordinator of the Social Work Program, I carried out a number of administrative functions in addition to carrying a full-time teaching load. These duties included meeting with students who had concerns or complaints about the program, attending a variety of university administrative meetings, overseeing the program budget and spending, overseeing hiring of new social work faculty and mentoring them, evaluating social work faculty's job performance, and ensuring that program paperwork was completed as needed (course schedules, student degree plans and course substitutions, travel forms, etc.). I created the entire system of learning outcome measures for the program and entered data on them in Task Stream every semester. I created the system of doing exit interviews with all graduates of the program, mentioned previously. I worked closely with the Academic Dean and the Provost regarding program issues. I also participated in hiring and mentoring full-time and adjunct faculty for the Social Work Program. I coordinated faculty team meetings as needed.

November 1, 2007 to June 1, 2008: In the absence of an Academic Dean, for a period of seven months I served as Area Coordinator of Arts and Sciences for the following programs at Tarleton-Central Texas: Social Work, Sociology, Criminal Justice, History, Political Science, English (creating a new English major on the Killeen campus), Mathematics, Nursing, Communications, Fine Arts, and Military Science. As Area Coordinator, I had the following duties:

- Supervise the faculty in all of my assigned areas. This included observing them teach a class and giving them written feedback on a form I created for this purpose; writing annual performance evaluations; reviewing student evaluations of their teaching; hiring new faculty members in History, English, Sociology, Mathematics, Social Work, and Criminal Justice; helping with problem-solving any time issues came up they needed assistance with; ensuring compliance with turning in appropriate materials in a timely manner (syllabi to departments, course schedules for the next semesters, travel requests, etc.); managing program budgets and approving spending for necessary items or travel; signing off on all course overrides, course drop slips, degree plans, etc.; and helping with the interface between faculty in Killeen and department heads in Stephenville when issues arose.
- Supervise the area and social work administrative assistants, including writing their performance evaluations
- Supervise the adjunct faculty being utilized in all of my areas. This included observing their teaching and giving them written feedback, writing their annual performance evaluations, talking with new adjuncts and approving their applications to begin adjunct teaching here, and making decisions to discontinue using certain adjuncts whose teaching was ineffective.
- Attend Executive Committee meetings on a regular basis with the Executive Director, the other two Area Coordinators, and directors of other departments.
- Handle student complaints about the school, their classes, and their professors.
- Talk with professors about their concerns about possible academic dishonesty in their classes and be sure the proper reports are made within the university system.
- Updated necessary information on every faculty and adjunct faculty member, including obtaining current curriculum vitae, transcripts from schools they attended, syllabi of courses they were teaching, and applications for adjunct teaching.
- Worked on a Website Design Committee to completely redo the Tarleton-Central Texas website

Effective June 1, 2008, I asked to be relieved of these duties so I could focus on teaching full-time. I worked with the newly appointed Area Coordinator of Arts and Sciences to help him with the transition into the role.

April 1, 1997, to July 2000: Assistant Director of Social Work Services, Public Health Regions 6 and 5 South, Texas Department of Health, Houston. I supervised ten social workers who provided case management services for chronically ill and disabled children and adolescents in sixteen counties in Texas. These social workers had offices in Houston, Wharton, Conroe, Beaumont,

Katy, and Texas City, and I had regular supervisory contacts with each worker. From 1997 to 1999 I also supervised the CIDC/CSHCN eligibility workers and the sickle cell coordinator (the supervision of these staff was later transferred to another Assistant Director). In addition to my supervisory duties, I conducted regular Internal Quality Assurance activities (including quarterly chart reviews, annual observations of social worker-client interactions, and annual satisfaction surveys of clients, primary care providers, and case managers, and I helped create the first outcome indicators used in the department). I carried primary responsibility for quality assurance work with the Targeted Case Management for High Risk Pregnant Women and Infants program, which included approving new case management providers, giving technical assistance to providers, hosting two regional provider meetings each year, conducting case management classes to train new providers, and conducting site visits throughout the sixteen county region to monitor compliance with rules and standards. I regularly participated in interview-selection panels for hiring new staff. I initiated use of regular team meetings, which occurred one full day every other month (the months when staff meetings were not held). I created a Staff Development committee that carried out regular in-service trainings for the Social Work staff, and I arranged for the department to be an approved Social Work CEU provider and served as the primary coordinator of all CEU provision within the department. I worked closely with an Administrative Technician of the department in the creation of a new client data base for the region.

February 1, 2000 to July 2000: When the Director of Social Work Services position became vacant at Texas Department of Health, I began performing a number of that person's primary job duties in addition to my own. These included: overseeing budget and expenditures, submitting monthly reports to Austin, participating in Child Health Policy committee meetings via telephone conferences, attending monthly Regional Operations meetings, coordinating regular visits by medical residents from the San Jacinto Hospital Family Medicine Department (they accompany social workers on home visits and other types of community visits), planning and chairing meetings of the Children With Special Health Care Needs Sub-committee of the Medicaid Managed Care Regional Advisory Committee, attending the STAR and STAR+Plus Medicaid Managed Care Regional Advisory Committee meetings, attending Social Work Directors Meetings in Austin, planning and conducting staff meetings, coordinating use of SSI Purchase of Service funds, and working with TDH contractors (providing technical assistance, reviewing RFP renewal proposals, and conducting quarterly contractors meetings). I conducted these activities until I left my position as Assistant Director, at which time a Director still had not been hired for the department.

October 1, 1993, to March 31, 1997: Provided contract services as a clinical social worker with the Chronically Ill and Disabled Children's Services program (then CIDC, now CSHCN), Texas Department of Health, providing case management and counseling services to children and adolescents (to age 21) who have special health care needs due to chronic medical and a wide variety of types of mental health illnesses and disabilities. I also provided counseling to their parents and other family members who had a wide range of types of medical conditions and mental health disorders. I provided these services to all clients covered by or eligible for CSHCN services who were living in Galveston, Port Bolivar, and Crystal Beach. In the 3½ years I did this contract work, I assisted over 700 families.

September 1, 1983, to July 16, 1993: Social Work Supervisor, Maternal and Child Health Services, Social Work Department, University of Texas Medical Branch, Galveston. I supervised eleven social workers who provided medical social work and counseling services in Pediatrics, Neonatology, and Obstetrics and Gynecology at a large university teaching hospital. I continued providing some casework services throughout my employment with the department.

June 2, 1975, to August 31, 1983: Social worker assigned to Pediatrics and Perinatology, Social Work Department, UTMB. In 1977 promoted to Social Worker II. In 1979 promoted to Social Worker III. In 1982 promoted to Social Worker IV and made Coordinator of Social Work Services in the Newborn Nurseries and the Infant Special Care Unit (including supervising one other social worker). Major areas of concentration: Working with families of infants born with congenital defects or chronic illnesses, premature infants, infants born to mothers with severe psychosocial and mental health problems (substance abuse, adolescent mothers, mental health disorders, etc.) and infants and children/adolescents with terminal illnesses, all related to work in the Infant Special Care Unit and the Children's Hospital. From 1975 to 1978 I was also the primary social worker in the pediatric oncology/hematology service, working with young cancer patients and sickle cell patients and their families. The oncology assignment ended when I was assigned to work full time in Perinatology.

1974 to 1975: During courses at the Graduate School of Social Work, Austin, my field work experiences were with the Austin-Travis County Health Department and at Brackenridge Hospital (Internal Medicine floor).

WORK EXPERIENCE (OTHER THAN IN SOCIAL WORK)

1972 (May to August): Advertising Department, Sommers Drug Stores Company, San Antonio, Texas.

1971 and 1973: Executive Secretary, Order of Daedalians, Kelly Air Force Base, San Antonio, Texas.

June 1970 to February 1971: Office Cashier, Handy Andy Grocery Store, San Antonio, Texas.

October 1971 to May 1972: 100 hours of volunteer work at the Austin State Hospital, working with an individual patient who was diagnosed with schizophrenia and with a group of patients.

CURRENT MEMBERSHIPS IN PROFESSIONAL SOCIETIES AND ORGANIZATIONS

National Association of Social Workers (since 1975)

Academy of Certified Social Workers (since 1977)

National Association for the Advancement of Colored People (NAACP) (since 2004)

I was previously licensed as a Clinical Social Worker (LCSW) in the state of Texas (became certified in 1982, changed to licensure in 1993, with the license name changing from Licensed Masters Social Worker – Advanced Clinical Practitioner to Licensed Clinical Social Worker in September 2003) until 2006. I no longer maintain social work licensure; I relinquished it when I envisioned continuing to teach full-time until my retirement.

TEACHING ACTIVITIES PRIOR TO EMPLOYMENT AT TEXAS A&M UNIVERSITY-CENTRAL TEXAS (PREVIOUSLY TARLETON STATE UNIVERSITY-CENTRAL TEXAS)

1997 to 2000: I was one of two instructors responsible for teaching the Targeted Case Management for High Risk Pregnant Women and Infants seminars. We taught the full-day course 4-6 times per year; it was required training for all providers of this case management service. My co-instructor was a nurse with TDH. I initiated a complete revision of the teaching approach for this seminar in 1997 to better meet the needs of the providers. As part of this revision, I wrote a comprehensive training manual, which was updated continuously throughout the time I provided this training. Each person who attended the class received a copy of this manual to give them reference materials to use after the class ended.

I served as a social work field placement supervisor for students from University of Houston School of Social Work, Louisiana State University School of Social Work, University of Texas at Austin School of Social Work, and Houston International University, and the Associate Degree Social Work program at College of the Mainland in Texas City.

1995 to 1997: Served as a Community Service Agency instructor for Coastal Area Health Education Center, teaching sophomore medical students about psychosocial aspects of pediatric medical care, including having them accompany me on home visits.

1987 through 1993: I served as Clinical Adjunct Faculty for the UTMB School of Nursing.

1985 through 1993: I served as Clinical Adjunct Faculty for the UTMB Physician's Assistant Program, School of Allied Health Sciences.

1991 to 1993: I presented an ongoing seminar on "Death and Dying Issues in Obstetrics and Gynecology: Working with Patients Experiencing Miscarriage, Stillbirth, and Neonatal Death, and with Gynecological Oncology Patients Whose Disease Has Become Terminal" to all junior medical students rotating through Obstetrics and Gynecology at UTMB. The seminar was presented every 4-6 weeks for two years.

January to April 1989: I taught a sixteen-week course on "The Patient as Story," studying experiences of severe illness and disability as reflected in first-person accounts written by patients. Each session was 1½ hours. The class was attended by members of the UTMB Department of Social Work.

1985 to 1987: I served as Instructor for the Introduction to Patient Evaluation course (a semester-long weekly two-hour seminar teaching UTMB freshman medical students interviewing skills, psychosocial aspects of medical care, and sexuality issues in medical care).

1979 to 1988: I participated in the UTMB Infant Special Care Unit orientation program for new nurses, teaching them a variety of psychosocial aspects of patient care.

1976 to 1983: I participated in the "Introduction to Patient Evaluation" (IPE) course, serving as a simulated patient for UTMB medical students to interview, after which I gave evaluation of and feedback on their interviewing skills.

PROFESSIONAL ORGANIZATION ACTIVITIES

2008 to present: I currently carry out extensive community service activities with the Scott and White Hospice in Belton. I have a long history of working on hospice care service provision (see below), so I gravitated to this activity after my volunteer service commitments to Family Outreach of America decreased (see below). Every Saturday I work 10½ hours in the Scott and White Hospice Thrift Store in Belton; the focus of this store is raising money to help with costs incurred by hospice in providing care to patients who lack insurance coverage to pay for their care. Initially my work with the store involved helping them revamp the design and operations of the store to make it more efficient and customer-friendly, and on several Saturdays Phi Alpha students came and volunteered to help with these efforts. Now that the store has been redesigned, my work on Saturdays is focused on sorting, preparing, pricing, and putting out for sale the clothing that has been donated to the store, keeping clothing racks well supplied for the coming week. For a number of years I also provided an extensive assortment of home-baked items for them to sell in the store to raise money for special needs of hospice patients that cannot be funded otherwise, including providing meals to every hospice family at Easter, Thanksgiving, and Christmas. Eventually we had to stop having the bake sales due to a decision by the hospice administration. In February 2009 the staff put on a surprise tribute event honoring my efforts there to let me know that my work with them is making a difference. At times the Manager of the thrift store also meets with me to discuss ideas for ways in which services to the hospice patients and their families can be improved.

January 1996 to 2008: Member of the Board of Directors of Family Outreach of America, the parent organization that oversaw the operations of Family Outreach centers around the state of Texas. (FOA disbanded in 2008.) This involved attending quarterly statewide board meetings and participating in a variety of committees and work groups in between board meetings. My initial board position was Area D Representative, which made me responsible for overseeing operations of eight centers in Harris, Austin, Fort Bend, and Galveston counties, conducting site visits, providing board training, providing technical assistance and problem-solving, and representing the interests of those centers at the FOA board meetings. In July 1998 the Area Representative positions were abolished and I became Chairperson of the Center Programs Committee, giving me responsibility for overseeing operations of all thirty Family Outreach centers statewide. This included compiling monthly, quarterly, and annual center statistical reports; conducting board trainings and technical assistance site visits at all centers as needed; reviewing and updating Established Center Standards; and conducting outcome measures and compiling reports of these activities. In 1997 I personally developed the entire system of outcome measures used by all Family Outreach Centers, which include client risk assessments (done when cases are opened and closed), client demographics, tallying types of services provided to each client, compilation of the cost per family served for each center, satisfaction surveys, and collecting client testimonials. After creating the system of outcome measures, I worked on training the center casework managers and volunteers on how to utilize them, and I was responsible for compiling the results and creating regular reports. I also gave an annual report on the outcome measures at the FOA annual conference. In 2000 I was elected President of FOA, the position taking effect January 2001; I was subsequently reelected to serve another term as President in 2002, 2003, and 2004. I also continued serving as Co-Chair of the Center Programs Committee and remained responsible for conducting all the outcome measures of the centers. In 2001 I spearheaded creation of a workgroup to develop more standardized approaches for the work of all FO centers, and I conducted a workgroup session at the annual meeting in September 2001 to continue these efforts with the centers. In December 2002 I obtained our first state contract with Texas Department of Protective and Regulatory Services (now Department of Family and Protective Services) to provide funding to open some additional Family Outreach centers. **From December 2002 to May 2007 I won over \$1.2 million in funding for FOA and for Family Outreach centers in Texas through competitive proposal (RFP) processes** with DFPS (3 separate state contracts), a private foundation, and the annual Local Independent Charities campaigns. I served as the Volunteer Program Administrator for FOA, managing all grants and state contracts and working closely with the casework supervisor and the casework managers in the contract Family Outreach centers. I also did annual income tax reports for FOA. FOA made the decision in January 2008 to close as an agency; I carried out all the steps necessary to discontinue activities of the agency, including final income tax returns.

2008 to 2012: I volunteered to continue doing outcome measures evaluations of client services for the Family Outreach centers, despite the fact that FOA no longer existed. I continued analyzing client outcome data (initial and closure psychosocial assessments and service reports) and submitting summary reports on them to the centers that desired them. I was also available to casework managers for consultation on difficult cases when they found this helpful.

January 2001 to August 2003: Member of the Board of Directors of Family Outreach of Coryell County in Copperas Cove, a primary child abuse prevention agency. I was immediately elected Chairperson of the monthly agency productivity reports, which were sent to the parent organization, Family Outreach of America. I served on the By-Laws Revision Committee. I participated in a number of community awareness events, such as a resource fair at Fort Hood. I also served on a committee planning the Day of the Child activities for Child Abuse Prevention Month in April 2002. The center decided to close in August 2003 due to financial constraints.

1991 to 2000: One of the founding members of Family Outreach of Southern Galveston County, a primary child abuse prevention program providing parenting classes, a telephone stressline, community awareness presentations, child abuse prevention month activities, and in-home volunteer casework services for parents at risk of abusing or neglecting their children. In 1992 I was elected Vice President in charge of volunteer activities. From 1993-1996 I served as President. From 1997 to 2000 I was Vice

President. I served as chair of numerous committees, including fund-raising, community presentations, child abuse prevention month activities, and volunteer education. I worked to expand ways in which the agency served high-risk families, and I initiated several new ongoing projects, including an annual client “old-fashioned picnic” and annual client holiday party and gift/food/clothing drive, and I chaired both of those projects each year. I served as the voting delegate for FOSGC at the state Family Outreach of America conferences in 1993, 1994, and 1995. I averaged 100-150 hours per month in volunteer service to the organization; in 1999 alone, I gave over 1,500 hours of volunteer work to the center. My work with FOSGC ended when I moved to Killeen.

1987 to 2000: One of the founding members of the Gulf Coast Coalition for the Prevention of Child Abuse. Served on the initial steering committee as secretary. From 1990 to 2000 I served as treasurer. I also served as chairperson of numerous committees, including organizing and presenting seminars and parenting classes, conducting fund-raising, making community presentations, and chairing and coordinating a special program that offered free dance classes to high-risk youth. My work with GCCPCA ended when I moved to Killeen.

1993 to 1999: One of the founding members of LEAP (Literacy, Education, and Parenting, Inc.), a family literacy and parenting education program in Galveston. I served on the board from its founding in 1993 to October 1999 when the program became part of Head Start and the LEAP board was disbanded. From 1994 to 1999 I served as Treasurer.

1997 to 1999: Member of the Community Management Team (CMT) Advisory Board for Galveston and Brazoria Counties. This group consulted with Texas Department of Mental Health-Mental Retardation (MH-MR) about the services they provide in these two counties.

1989 to 1997: Member of the Board of Directors of Candlelighters of Galveston (which provides supportive services for pediatric cancer patients and their families and operates the Rainbow Connection, a summer camp for children who have cancer and their siblings). In 1992 I was elected Vice-President of the Board. In 1995 I was elected President. In 1996 I was again elected Vice-President. I served as chair of numerous committees, including ongoing work on fund-raising, preparations for the annual summer camp, and organizing an annual Regathering of Friends memorial service for patients who had died during that year.

1993 to 1997: Served on the steering committee developing and then coordinating a Milestones project (an Early Childhood Intervention program for tracking low birthweight infants after their discharge from the hospital) for Public Health Region 6.

1993 to 1997: Member of the Community Resource Coordinating Group (CRCG) for Galveston County, which met monthly as an inter-agency forum for staffing difficult cases involving children and adolescents with severe mental health problems.

1994 to 1997: Member of the Galveston County Social Service Association, an inter-agency coalition studying community needs and how to collaborate more effectively in addressing them. In 1996 served as Chairperson of the annual conference planning committee.

1994 to 1996: Served on the planning committees of the annual Caring Cradles community-wide baby shower campaigns, sponsored by the March of Dimes. Items collected were distributed to non-profit organizations serving low income and high-risk pregnant women and their children.

1994 to 1996: Served on the Galveston County Coalition for the Immunization of Children.

1994 to 1996: Served on the “Shots in Shelters” subcommittee of the Shots Across Texas campaign in Galveston.

1994 to 1995: Served on the Mayor’s Coalition on Problems of the Homeless in Galveston.

1991 to 1995: Member of the steering committee of the Gulf Coast Unit of the National Association of Social Workers. We planned regular chapter meetings and continuing education events for area social workers.

1982 to 1988, 1993 to 1994: Served as Secretary of the Galveston Unit of the National Association of Social Workers.

1981 to 1982, 1988 to 1992: Member of the Professional Advisory Board, March of Dimes Foundation, Houston and Galveston. In 1992 I served with a group developing the Expecting the Best project for Galveston County, encouraging pregnant women to enroll in early prenatal care.

1980 to 1990: Served as one of the primary founding members who established hospice services for the terminally ill and their families in Galveston County, now known as Hospice Care Team, Inc. Served as a member of both the Board of Trustees and the Executive Committee from their inception in 1981. Served on the public education and public relations committees, the personnel

committee, the search committee (interviewing and hiring the administrator of the agency in 1983 and again in 1986), the patient care committee, the quality assurance committee, and the clinical record review committee. I carried out community needs assessments. I helped write policies and procedures manuals. I played a consistent role in fund-raising efforts throughout my involvement with the organization. I was elected Vice President in May 1983 and President of the Board in 1985 and again in 1987. I retired from the board in April 1990 after serving the maximum possible number of terms.

1985 to 1991: Member of the March of Dimes Community Education Committee, Galveston.

1981 to 1982: Chairperson of the Galveston Unit of the National Association of Social Workers, chairing regular chapter meetings and maintaining liaison with the state NASW office.

1980 to 1988: Member of the Program Planning Committee, Galveston Unit, National Association of Social Workers. We conducted regular continuing education events for area social workers.

1981 to 1982: Member of the Planning Committee for the National Association of Perinatal Social Workers annual conference in Houston, May 1982.

***SPECIAL SERVICES AND/OR COMMITTEE ACTIVITIES, TEXAS A&M UNIVERSITY-CENTRAL TEXAS
(PREVIOUSLY TARLETON STATE UNIVERSITY-CENTRAL TEXAS)***

2014 to current: Member of the Academic Council, which meets several times a year to review and approve academic policies and procedures for the university.

2010 to current: Member of the Arts and Sciences Promotion and Tenure Committee. I have participated in reviews of faculty members in all of the disciplines within Arts and Sciences. As part of my work with that committee, I have also attended some meetings of the university's Tenure and Promotion Committee.

December 2017: Helped collect a large number of door prizes to be given away to Child Protective Services workers and foster parents who attended the CPS Conference held at TAMUCT, sponsored by the Social Work Department. I recruited a number of volunteer students to help on the day of the conference. Over 250 people registered to attend the conference.

2017: Member of the Arts and Sciences Faculty Steering Committee to review promotion and tenure standards for the college.

2017: Served on the tenure appeal committee after a faculty member in Arts and Sciences was denied tenure.

Spring 2017: Served on an interdisciplinary Arts and Sciences Committee to review grade appeals of two students in the Research II class in social work.

July 2016: Helped with the Transgender Non-discrimination Summit that was held at TAMUCT. I recruited students to help on the day of the conference and helped collect a large number of door prizes to be given away at the conference.

November 2015: Member of the Arts and Sciences Steering Committee to review the post-tenure review policy for the college.

October 2015: Served on a Search Committee to hire a new faculty member in the Nursing Department.

2012 to May 2014: Member of the Scholarship Committee, which three times a year evaluates applications for university scholarships. This involved individual reviews of up to 200 applicants each semester and completing a computer-based evaluation of each application.

2012: Served as chairperson of a Faculty Grievance Committee, which met to evaluate and return findings on a grievance filed by a faculty member. I wrote the report giving the findings of the committee after the evaluation was completed.

2011 to 2016: Three times a year I represented the Social Work Program at the Academic Orientation for new students at Texas A&M University – Central Texas. This involved meeting with students who were planning on majoring in social work in a break-out session when they come to the university's new student orientation for two days. We are no longer asked to participate in this way since the orientation has become an online process.

2008 to 2009: Chair of the Tenure and Promotion Committee at TSU-CT.

2008 to 2009: Member of the Faculty Development Grants committee at TSU-CT

2008 to 2010: Member of the Faculty Handbook Committee, tasked with writing a new Faculty Handbook for TSU-CT/TAMU-CT

2005 to 2009: One of a few faculty members who consistently helped grade the mandatory Writing Proficiency Examination taken by all TSU-CT/TAMU-CT students. These exams were given three times a year. They were replaced by a system of writing intensive courses.

2004 to 2007: Member of the TSU-CT Strategic Planning Committee, consisting of representatives of the faculty and staff and the Executive Director and Academic Dean

2006: Elected as a faculty representative on the search committee for the new Academic Dean

2005 to 2012: Served on the university's Commencement Committee. From 2005 to 2009 I was Chair of the Commencement Committee, overseeing three commencement ceremonies each year. During that period I significantly changed ways in which aspects of commencement were carried out to resolve some ongoing difficulties that had been experienced earlier, and it became much more effective and efficient during that period. From 2009 to 2012 I chaired the effort to select the student speaker for each commencement exercise.

2003 to 2007: Member of the Professional Development Committee at TSU-CT, including working on annual faculty learning retreats and periodic Brown Bag seminars for faculty

2002 to 2009: Member of the two-campus Academic Advising Committee and of the Academic Advising Task Force at TSU-CT

2000 to present: Faculty advisor for TSU-CT/TAMU-CT Phi Alpha social work honor society. Chair of a national Phi Alpha honor society committee in charge of creating and conducting a Chapter Awards program. (See further information in Professional Experience section.)

2002 to present: Helped create and now organize the New Social Work Student Orientation program that is conducted three times a year. (See further information in Professional Experience section.)

2001 to present: Created and have chaired an annual spring Social Work Banquet honoring students who graduate from our program each year. I work with students on this committee each year, and I work with faculty to determine what our portion of the program will consist of each year.

2002 to 2010: Member of Articulation Agreement Committee with members of Central Texas College Mental Health program and TSU-CT/TAMU-CT social work program

Have served on search committees for social work program director, social work administrative assistant, and faculty in Social Work, Sociology, Criminal Justice, History, English, Nursing, and Mathematics programs, and for a time I supervised the social work administrative assistant.

SPECIAL SERVICES AND/OR COMMITTEE ACTIVITIES, TDH

1997 to 2000, Targeted Case Management for Pregnant Women and Infants: I assisted potential providers of this Medicaid-reimbursed case management system through the application process, reviewed and approved provider applications, conducted site visits throughout Public Health Regions 6 and 5 South to monitor activities and adherence to guidelines, provided technical assistance to providers to help them overcome deficiencies, and organized and conducted training sessions for new providers each quarter (plus occasional special classes for a single provider). In September and October 1997 I worked with a nurse and a Quality Assurance Specialist to completely revamp the training curriculum used in this region, and I wrote a comprehensive training manual.

1997 to 2000: Member of the regional inter-departmental Quality Assurance team, reviewing all quality assurance activities (both internal and external) carried out by TDH in sixteen counties.

February to April 2000: I took on total responsibility for coordinating a site visit to Houston by the HSC (Hospital for Sick Children) Foundation, Washington DC, as part of a Robert Wood Johnson-funded national study looking at the impact of Medicaid managed care on children who have special health care needs and disabilities. I arranged for them to meet with eight different types of groups (parents, physicians, managed care organizations, non-profit service organizations, case managers, advocacy groups, special education representatives, and state agencies) to conduct focus groups regarding how this issue has

impacted children in the Houston area. I also attended all eight focus groups to provide technical assistance. The HSC Foundation later reported that the meetings in Houston were the best organized focus groups they attended around the country.

1997 to 1998, Texas Health Steps Medical Case Management: When this new Medicaid-reimbursed case management system was legislated in 1997, I served on the Forms Committee, developing standard documentation tools to be used for assessments, service plans, and all other aspects of documentation and record-keeping by all providers around the state. I also served as consultant to the Training Committee. Part of the material I developed for TCM-PWI training in our region was adapted for use in the THSMCM training manual.

1997 to 2000: Co-Chairperson of the annual TDH holiday drive, collecting food, clothing, toys, and gift items to be distributed to a non-profit agency for distribution to client families for the holidays.

February 1998 to December 1999: I served as a member of the Ryan White Planning Council, appointed by the County Judge of Harris County. The council provides oversight for a \$15 million budget in federal Ryan White Care Act funds to provide services for persons with HIV and AIDS who live in a six county area around Houston. I served on the Priorities and Allocations committee, on the Continuum of Care subcommittee, on the Case Management subcommittee, and I chaired the Public Input Committee (which planned and conducted regional focus groups and public hearings with clients and service providers).

1999 to 2000: Member of the Regional Childhood Lead Poisoning Team, which developed a protocol for handling lead poisoning cases throughout the region. This team began as a Continuous Quality Improvement (CQI) project, of which I was a member in 1999. It then developed into an ongoing team. The team then focused on conducting Childhood Lead Poisoning training for health care providers throughout the region.

1997 to 2000: Consultant to case management providers who attended the Harris County Perinatal Care Coordinating Committee.

1997 to 1999: Consultant to the Birth Defects Monitoring Division of TDH, carrying out a pilot study regarding ways to implement a newly mandated requirement that all newborns who have congenital defects be referred for needed services.

1997 to 1998: Consultant to the Medicaid Transportation program in Region 6, helping review responses to requests for proposals to provide transportation to Medicaid clients in nine counties.

1997 to 1998: Consultant to the Harris County Community Resource Coordinating Group (CRCG) to help review applications for the use of Non-Educational Funds provided by the Texas Education Agency.

SPECIAL SERVICES AND/OR COMMITTEE ACTIVITIES, UTMB

1983 to 1997: Member of the Pediatric Patient Care Committee (a multi-disciplinary committee that met twice a month to examine issues regarding patient care in the Children's Hospital at UTMB).

1993 to 1996: Member of a coalition of various case management projects providing services to patients who received medical care at UTMB.

1986 to 1995: Member of the Child Protection Committee, Department of Pediatrics, a multi-disciplinary committee that devised a protocol for the handling of abuse and neglect cases at UTMB and focused on ways to improve interrelationships between UTMB staff and the staff of Children's Protective Services. I conducted ongoing educational programs to teach pediatric physicians, medical students, and other staff about child abuse and neglect. The committee was disbanded in 1995.

1987: Co-Chair of conference planning committee, "Perinatal Social Work: Clinical Issues and Political Concerns," Galveston, November 5, 1987.

1985: Member of Children's Activity Team Committee of the UTMB Children's Hospital.

1984: Member of conference planning committee, "Family and Community Response to Catastrophic Illness and Injury," October 29-30, 1984.

1984 to 1993: In 1984 I served as a member of a five-person committee that completely revised the Social Work Department Policies and Procedures manual. After that, on an annual basis I was responsible for updating those department policies and procedures that applied to Maternal and Child Health services, including developing a comprehensive series of written procedures for the most serious types of cases handled by pediatric and OB/Gyn social work staff.

1983: Completely revised the Social Work Department Hurricane Disaster Team Policy Manual.

1983: Compiled a two-year study of all social work referrals for home apnea monitoring for UTMB hospital administration.

1983, 1986, 1990, and 1992: Compiled a comprehensive policy statement for the UTMB Hospitals, with subsequent revisions, regarding policies and procedures for working with patients who planned to place their newborn infants for adoption.

1983: Co-authored (with Nancy Bertolino, RN) a comprehensive discharge booklet for parents of infants leaving the Infant Special Care Unit.

1982-1984: Member of the Infant Special Care Unit Discharge Planning Committee.

1980-1984: Member of the Nurseries Care Coordinating Committee, a multi-disciplinary committee that reviewed problems related to patient care in the ISCU and Newborn Nursery.

1981: Co-chaired conference planning committee, "Communicating with Others: Cultural Pluralism in Health Care," October 9-10, 1981.

1981-1988: Member of the Social Work Department Hurricane Disaster Team, staffing the hospital during hurricane threats.

1980: Co-chaired conference planning committee, "Depression in Health Care Settings: A Multi-Faceted Approach," October 10-11, 1980.

1979: Chaired conference planning committee, "Stress/Distress in Health Care Settings," September 6-7, 1979. I was also editor of the "Workshop Proceedings."

1978-79: Member of the original Social Work Department Quality Assurance Committee and Peer Review Committee. I helped establish guidelines for those committees.

1978: Member of the conference planning committee, "Enhancing Health and Life Styles for the Aging," September 21-23, 1978. I was also editor of the "Workshop Proceedings."

1977-1979, 1982, and 1984: Compiled a resource directory of all community agencies and resources available in each county of the state of Texas, which I also completely revised twice. After 1985 it was again revised and printed for outside distribution and copies were sold by the Department of Social Work.

1976: Member of the conference planning committee, "Social Implications of Chronic Illness in Adulthood," June 10-11, 1976.

1976: Chairperson, Social Work Department Committee for Staff Development.

1975-1978: Social Work Department representative to the Pediatric Protective Services Committee, which regularly reviewed all cases of abuse/neglect diagnosed in the hospital. The committee was disbanded when its grant funding was exhausted.

PROFESSIONAL PUBLICATIONS AND ARTICLES AND OTHER SCHOLARLY WORK

2008 to 2009: I served as a reviewer of articles submitted to the *Journal of Intercultural Disciplines* of the National Association of African American Studies and Affiliates for consideration of potential publication in that journal.

2007 to 2012: I served as a reviewer each year of abstracts submitted to the Council on Social Work Education (CSWE) for consideration as potential presentations to be made at their annual conference.

2009 to 2012: I served as a reviewer of abstracts submitted to the Association of Baccalaureate Program Directors (BPD) for consideration as potential presentations to be made at their annual conference.

PhD Dissertation, "To Make Treatment Effective: The Development of Medical Social Work at the Massachusetts General Hospital, 1905-1945," December 1996. I do hope someday to be able to get it reworked so it can be published as a book.

"Pain, Body, Life, Choices," an essay written in 1989, was used as a training tool for new medical social workers at UTMB. I continue using it in the Health, Illness, and Disability social work seminar at TAMU-CT.

Rappaport, Claudia, ACSW. "Helping Parents When Their Newborn Infants Die: Social Work Implications," Social Work in Health Care, 6 (3) Spring 1981, 57-67.

Rappaport, Claudia, ACSW; and Garry Cappleman, ACSW. "The Role of the Social Worker in Developing and Staffing a Hospice." Written for the University of Texas School of Social Work Alumni Newsletter, May 4, 1983.

In 1982, I compiled an 82 page bibliography on perinatal issues, which was presented at the National Association of Perinatal Social Workers annual conference in Houston, May 1982.

1981: Compiled a comprehensive bibliography of books and journal articles on a wide range of issues related to hospice care, social work, medical social work, and pediatric social work.

July 1981: Co-author (with Joan Mader, RN) of a three-part newspaper story on hospice care that appeared in the Galveston Daily News. July 2, 1981, "Hospice Care Makes Dying in Today's World a Little Easier." July 3, 1981, "Hospice Focuses on Supportive Care, Pain Relief for Terminally Ill." July 4, 1981, "Study Shows Need for Additional Services."

1981: Co-author, along with several other social workers, of "The Community Advocate," a weekly newspaper column in the Galveston Daily News, sponsored by the Galveston Unit of the National Association of Social Workers. The series ran each week for approximately nine months.

PAPERS PRESENTED AT PROFESSIONAL CONFERENCES AND SEMINARS IN THE UNITED STATES

July 2009: "Making Services Culturally Competent" seminar given at a regional meeting of the Central Texas 4C Head Start staff.

2/17/06: "Breathlessness: Dr. Richard Cabot's 1907 Conceptualization of Social Work Burnout," Council on Social Work Education Annual Program Meeting, Chicago. I plan to try to rework this as an article to submit for consideration of publication in a national social work journal.

2/17/00: "Providing Care for Jehovah's Witnesses: When Medicine and Religion Collide," March of Dimes Perinatal Nursing Conference, Houston.

11/10/99: "Children with Special Health Care Needs Case Management Services," City of Houston health care providers.

10/29/99: "Developing Family-Centered, Comprehensive, Culturally Competent Case Management Systems," an all-day seminar I gave in Beaumont.

9/10/99: "What Do Our Outcome Measures Tell Us About the Effectiveness of Child Abuse Prevention Services in Family Outreach Centers?" Family Outreach of America annual conference, Austin.

7/22/99: "Children with Special Health Care Needs Case Management Services," Head Start annual conference, Houston.

7/21/99: "The Historical Roots of Public Health Social Work," Texas Historical Association conference, Galveston.

5/7/99: "Documentation Standards for Targeted Case Management for High Risk Pregnant Women and Infants," Annual TDH Quality Assurance Conference, Houston.

1/26/98: "The Impact of Welfare Reform on Family Stress and Child Abuse," Governor's Conference for the Prevention of Child Abuse, Austin.

4/2/96: "The Historical Development of Medical Social Work: Our Roots in Public Health," Social Work Section, Texas Public Health Association conference, Dallas.

11/3/94: "Child Abuse and Its Prevention," Regional UTMB OB/Gyn Staff Conference (250 people), Galveston.

4/5/94: "Providing CIDC Social Work Services as an Independent Contractor," Annual Contractors Meeting, Texas Department of Health, Austin.

12/15/89: "Coping with Caring as Oncology Social Workers," Oncology Social Work Association, Houston.

2/20/88: "Providing Services to Low Income Families," Texas School Health Conference, Galveston.

2/7/87: "Child Abuse: Victimization of Children and Adolescents," Tenth Annual School Health Conference, Galveston.

10/14/86: "The Hospice Concept of Care," conference on Hospital and Home Care in Terminal Illness, Galveston.

12/20/85, 9/19/86, and 12/15/89: "Coping with Caring for Dying Patients," Oncology Social Work Group, American Cancer Society, Houston.

11/9/84: "Children's Perceptions of Loss and Death," conference on Growth Through Loss, Galveston.

10/29/84: "Dynamics of Grief Reactions in Families: Establishing Appropriate Interventions," conference on Family and Community Response to Catastrophic Illness and Injury, Galveston.

10/14/83: "Helping Parents When Their Newborn Infants Die," Texas National Association of Social Workers Convention, Houston.

10/13/83: "Jehovah's Witnesses in the Pediatric Medical Setting: A Study of Social Conflict," Texas National Association of Social Workers Convention, Houston.

6/14/83: "Setting Up a Model Bereavement Program Within a Congregation," conference on Pastoral Care with Cancer Patients, Galveston.

10/2/82: "Grief Work with Cancer Patients and Their Families," conference on Advances Against Cancer, UTMB, Galveston.

8/12/82: "Working with Jehovah's Witnesses in the Pediatric Medical Setting," First International Conference on Pediatric Social Work, Chicago.

8/14/82: "Helping Parents Whose Newborn Infants Die," First International Conference on Pediatric Social Work, Chicago.

10/10/81: "Jehovah's Witnesses: Considering Religious Beliefs and Their Impact on Health Care," conference on Communicating with Others: Cultural Pluralism in Health Care, Galveston.

10/11/80: "When Your Baby Has Severe Birth Defects," conference on Depression in Health Care Settings: A Multi-Faceted Approach, Galveston.

9/7/79: "Adapting to the Birth of an Infant with Congenital Defects," conference on Stress/Distress in Health Care Settings, Galveston. Printed in the "Workshop Proceedings."

4/28/78: "The Medical Social Worker's Role in Crisis Situations Involving Jehovah's Witnesses," conference on Social Work in Health Care, Hollywood Beach, Florida.

INTERNATIONAL PRESENTATIONS

8/25/92 to 9/2/92: I spent a week giving lectures on "The Role of the Medical Social Worker in American Hospice Care" in three cities in Japan (Tokyo, Kyoto, and Okayama), sponsored by the Life Planning Center Foundation in Tokyo, which was developing the first free-standing hospice in Japan.

8/7/91: "Medical Social Work at UTMB," presented to Dr. Hinohara of Japan.

7/6/91: "Starting a Hospice Service, and the Use of Volunteers in Hospice Care," presented to eighteen visitors from Japan from the Life Planning Center Foundation, Tokyo.

5/13/81: "Jehovah's Witnesses in the Medical Setting: A Study of Conflicting Beliefs," conference of the Association for the Care of Children's Health, Toronto, Canada.

PROFESSIONAL LECTURES, SEMINARS, AND PRESENTATIONS

Throughout my career, I have made regular lectures and presentations to a variety of audiences. These have been given on the following topics:

“Casework Services for Prevention of Child Abuse and Neglect.” From 2003 to 2008, 2-3 times a year I conducted a comprehensive training for the Family Outreach casework managers. Training included topics on cultural competency, comprehensive assessments and family interventions, and building resilience in families and children. I have also made presentations on child abuse and its prevention to the staff and volunteers of Aware Central Texas, an agency in Belton.

“Outcome Measures Documenting Prevention of Child Abuse and Neglect.” Between 1996 and 2008, I conducted annual presentations for Family Outreach of America on the initial creation of our system of outcome measures, findings of the data being collected, and how that data could be used to improve our service delivery. Outcome measures I created for the organization included comprehensive initial and closure assessments of client families, prevention success rates with families, client and volunteer satisfaction surveys, and pre- and post-tests conducted with clients.

“Targeted Case Management for High Risk Pregnant Women and Infants.” From 1997 to 2000, I made 18 presentations to case management providers.

“Case Management for Childhood Lead Poisoning.” In 2000, I made two presentations to case management providers, TDH staff, and Texas Health Steps staff.

“Community Resources Available to Children and Families,” “The Psychosocial and Socioeconomic Impact of Chronic Illness and Disability in Children,” “Providing Services to Children and Families,” “CIDC/CSHCN Social Work Services,” “Family Outreach Services.” Between 1985 and 2000, I made 66 presentations to UTMB financial screeners, UTMB Department of Social Work staff, UTMB Pediatric residents and medical students, UTMB Maternal-Child Health nursing students, UTMB ISCU Nurse Case Managers, UTMB Occupational Therapy students, UTMB School Health seminars, Family Outreach volunteer training classes, local church groups, UTMB clinic staff, social work classes at College of the Mainland, Galveston Independent School District staff, Noon Optimist Club in Galveston, Gulf Coast Center (MHMR) staff, National Association of Social Work Gulf Coast Unit members, Project Launch (ECI) staff, Medicaid eligibility staff, members of the UTMB Pediatric Patient Care Committee, UTMB Department of Psychiatry Social Work staff, UTMB Home Health staff, Lamar University Social Work students in Beaumont, Goose Creek ISD (Baytown) parents of special education students, Hermann Hospital social workers and discharge planners, Texas Health Steps outreach workers, CASA (Court Appointed Special Advocates) volunteer training, and University of Houston School of Social Work classes.

“The Hospice Concept of Care for the Terminally Ill and Their Families.” Between 1981 and 1994, I made 40 presentations to the UTMB Institute for the Medical Humanities, UTMB Family Medicine residents and Grand Rounds, Introduction to Patient Evaluation classes at UTMB, UTMB Department of Pediatrics residents, UTMB Physical Therapy Grand Rounds, UTMB School of Allied Health Sciences students, UTMB Medicine Group Practice Grand Rounds, the Texas Nurses Association, Occupational Therapy students at the UTMB School of Allied Health Sciences, the UTMB Social Work Department staff, and numerous community groups in Galveston County, including the Galveston Chamber of Commerce, church groups, the UTMB Resitners organization, the Galveston County American Business Women’s Association, Dialogue (an American Cancer Society support group), sororities, the Junior League, a public forum held at the Rosenberg Library, and the Pilot Club, and I was interviewed three times on KGBC radio.

“Understanding and Intervening in Cases of Child Abuse and Neglect.” Between 1984 and 1994, I made 32 presentations to the UTMB Department of Occupational Therapy, UTMB Department of Physical Therapy and Rehabilitation Services, UTMB Department of Audiology and Speech Pathology, UTMB Day Surgery Nurses, UTMB Recovery Room nurses, UTMB Pediatric Nursing, UTMB Pediatric residents and medical students, UTMB Department of Social Work staff, a conference of University Campus Police Chiefs, UTMB Introduction to Patient Evaluation classes, Social Work classes at College of the Mainland, Galveston College nursing students, LaMarque Independent School District staff, and the Emergency Medicine class at College of the Mainland.

“Loss, Grief, and Bereavement,” “Providing Services to Parents Following the Death of an Infant or Child,” “Working with Parents After a Stillbirth or Miscarriage.” Between 1981 and 1992, I presented 30 seminars on these topics to the UTMB Social Work Department staff, UTMB ISCU Nurses, Children and Youth Project staff, Occupational Therapy students at the UTMB School of Allied Health Sciences, the Social Problems Class at Galveston College, volunteer training classes of Hospice of Galveston County, the Galveston Chapter of the Texas Head Injury Foundation, nurses at St. Mary’s Hospital, and the Teen Group at Our Lady of Guadalupe Church in Galveston.

“The Roles of Medical Social Workers.” Between 1984 and 2000, I made 22 presentations to UTMB Music Therapy interns, UTMB nursing staff, UTMB Child Life interns, UTMB Occupational Therapy students, UTMB House Staff orientation, UTMB

Nuclear Medicine Department staff, Galveston College nursing students, the Health Occupations class at LaMarque High School, at the UTMB OB/Gyn Annual Meeting, and at the University of Houston School of Social Work Field Placement Marketplace. In 1992 I created a photographic display demonstrating the roles of pediatric social workers, which was presented at the rededication of the UTMB Children's Hospital; the photographs for the display were taken by myself.

“The History of Medical Social Work.” Between 1987 and 1996, I made 20 presentations to UTMB Department of Social Work staff, the UTMB Institute for the Medical Humanities, social work classes at College of the Mainland, and TDH Social Work staff in Region 6/5 South. In March 1998 I created a historical display board for an open house held at TDH during Social Work Month activities.

“Jehovah's Witnesses and Medical Treatment: When Culture and Medical Practice Collide.” Between 1978 and 1999, I made 9 presentations to the Health Related Studies class of the UTMB School of Allied Health Sciences, UTMB Department of Social Work staff, Hospice of Galveston County staff and volunteers, and the TDH Social Work staff. In 1990 I also presented “Patient Autonomy Vs. Medical Paternalism: The Experience of a Jehovah's Witness Patient,” an original play written by myself, to the UTMB Department of Social Work staff.

“Children's Perceptions of Death,” “Intervening in Children's Grief Reactions.” Between 1984 and 1996, I made 10 presentations to the faculty of Our Lady of Guadalupe School, Hospice of Galveston County staff and volunteers, volunteers at the Center for Attitudinal Healing in Houston, the UTMB Department of Social Work staff, and the UTMB Introduction to Patient Evaluation class.

“Providing Services to Women Who Choose to Place Their Infants for Adoption.” Between 1982 and 1989, I made 10 presentations to the UTMB Department of Social Work staff, UTMB Graduate School of Nursing, UTMB Family Planning staff, and UTMB ISCU Nursing staff.

“Providing Support for Parents of Chronically or Critically Ill Children.” Between 1981 and 1985, I made 7 presentations as part of the UTMB ISCU Nurses Orientation.

“Effective Parenting.” In 1993 I made 4 presentations to clients of ADA House (receiving inpatient treatment for alcohol and drug abuse) and to volunteers of Family Outreach of Southern Galveston County.

“Providing Care for Patients Who Have Terminal Illnesses.” In 1992 I served on a panel presentation for Physician's Assistant students, UTMB School of Allied Health Sciences. In 1985 I conducted a seven-part seminar on “Coping with Caring: The Health Professional and the Dying Patient,” each session being 1½ hours in length. Topics covered were: “Attitudes Toward Dying Patients in American Society,” “Learning to Fully Respect the Dying Patient and the Family,” “Communicating Effectively with the Dying Patient and the Family,” “Dynamics of Grief Reactions and Counseling Surviving Family Members,” “Children's Conceptions of Death and Counseling Children Who Survive the Death of a Family Member,” “Caring for the Dying Child and the Family,” and “Caring for Ourselves, the Caregivers.” In 1985 an abbreviated version of this series was presented to the UTMB Home Health staff.

“Guidelines for Testifying in Court.” Between 1987 and 1990, I made 3 presentations to UTMB Pediatric House Staff and UTMB Department of Social Work staff.

“Faith Healing,” “Cultural Issues in Pediatric Care.” In 1990 and 1996, I made 2 presentations to UTMB Pediatric residents and the Health Related Studies class of the UTMB School of Allied Health Sciences.

“Evaluating Problems of Mother-Infant Bonding.” In 1985 I made 2 presentations to UTMB Department of Social Work staff.

“The Effective Use of an Interpreter During Interviews.” In 1990 and 1997, I made 2 presentations to UTMB Department of Social Work staff and to TDH Social Work staff.

“A Historical Perspective on Race Relations and Racism in Texas.” In 1990 I presented this seminar at UTMB during Black History Month.

“Domestic Violence.” In 1990 a presentation was made to UTMB Physical Therapy students.

“Ethical Issues in Health Care,” “Social Work Ethics and Malpractice.” In 1987 I participated in a panel discussion at the Physician's Assistant Studies Program, UTMB School of Allied Health Sciences. In 1999 I made a presentation to the TDH Social Work staff.

“Emotional Aspects of Accidental Trauma in Children.” In 1985 I made a presentation to the Emergency Medicine class, College of the Mainland, Texas City.

“Providing Emergency Medical Services to Chronically Ill Children and Their Families.” In 1984 I made a presentation to the Crisis Intervention Class, College of the Mainland, Texas City.

“Social Work Burn-Out.” In 1979 I made a presentation to the UTMB Department of Social Work staff.

MY PROFESSIONAL EDUCATION AND TRAINING

I. UNDERGRADUATE COURSE WORK (3 semesters at Graceland College, Lamoni, Iowa; 1 semester at San Antonio College; and 4 semesters at the University of Texas at Austin, from which I received a bachelor’s degree):

A. Undergraduate SOCIOLOGY and SOCIAL WELFARE courses (45 hours):

- Introduction to Sociology
- Social Disorganization
- Races and Minorities
- Courtship, Marriage, and the Family
- Statistics
- Criminology
- Social Theory
- Socialization, Violence, and Change
- Social Welfare Studies (2 courses)
- Social Research Methods
- Social Change
- Developing Peoples

Two semesters of independent research under the tutelage of Dr. Joe Feagin of the UT School of Sociology, which earned me Special Honors in Sociology upon graduation. The subject of my research was attitudes toward poverty and welfare in Texas.

B. Undergraduate PSYCHOLOGY courses (15 hours):

- General Psychology
- Social Psychology
- Abnormal Psychology
- Child Psychiatry
- Adolescent Psychiatry

C. Other relevant undergraduate courses (21 hours):

- African-American History
- American Literature Related to the African-American Experience
- African-American Poetry and Drama
- Ethics
- History of the American Indian and Mexican Influence on the US
- Anthropology
- Jewish Literature

II. GRADUATE COURSE WORK, MASTER’S OF SCIENCE IN SOCIAL WORK PROGRAM, University of Texas at Austin School of Social Work:

- Social Work Methods and Interpersonal Functioning (2 courses)
- Group Dynamics and Social Work Applications
- Community Dynamics and Social Work Practice
- Human Behavior, Social Environment, and Social Work Interventions
- Dynamics of Interpersonal Relationships
- Dynamics of Social Dysfunctioning
- Social Problems and Social Welfare Policy (2 courses)
- Administrative Processes and Organizational Behavior
- Social Work Research Methods
- Social Work Research in Gerontology

Thesis on “Attitudes Toward Poverty and Welfare in Texas,” based on a random sample of interviews of persons living in the Austin area.

2 semesters of “concurrent” field placement internship at the Austin-Travis County Health Department
1 semester of “block” field placement internship at Brackenridge Hospital, Austin

III. DOCTORAL COURSE WORK IN THE INSTITUTE FOR THE MEDICAL HUMANITIES, GRADUATE SCHOOL OF BIOMEDICAL SCIENCES, UNIVERSITY OF TEXAS MEDICAL BRANCH (55 hours prior to initiating dissertation research):

Professional Ethics and the Science of Medicine
Introduction to Literature and Medicine
Women and American Medicine
Religion and Medicine (I conducted research on Jehovah’s Witnesses’ experiences with medical providers regarding blood transfusions)
History of the Science of Anatomy (I conducted research on the changing view of birth defects through history)
Phenomenology of Disability
Foundations of Bioethics
Images of Social Work and the Patient’s Experience of Illness in Literature
Constitutional and Legal Aspects of Medicine
Critical Readings in Medical Humanities
Traditions in Health Care (I conducted research on the history of UTMB)
Philosophy of Science (I conducted research on racism and science, focusing on the Tuskegee syphilis studies)
Readings in Professionalization and Gender (I conducted research on social work as a profession of and for women)
Special Topics: Research on the History of Social Work
Medical Humanities Topics: Research on the History of Nursing
Medical Humanities Topics: Research on the History of Medical Social Work
Medical Humanities Topics: Research on the History of Racism and Race Relations in Texas
Clinical Practicum (I taught a 16 week course to medical social workers on The Patient’s Experience of Illness)

IV. ADDITIONAL TRAINING THROUGH PROFESSIONAL CONFERENCES AND SEMINARS OF AT LEAST ONE DAY’S DURATION: (Unfortunately, I have had to stop attending multi-day conferences due to a medical condition that makes it impossible for me to sit for long periods of time)

Disability Training Networks 2012 Summer Institute (2 days), College Station, Texas, June 2012
Association of Baccalaureate Social Work Program Directors (BPD) Conference (4 days), Phoenix, Arizona, March 2009
National Association of Social Workers Texas Conference (3 days), Galveston, Texas, November 2008 (**Took 12 social work students with me**)
Council on Social Work Education Conference (3 days), Oakland, California, October 2007
Partners in Prevention Conference, Texas Department of Family and Protective Services (2 days), Austin, November 2006
Council on Social Work Education conference (3 days), Chicago, February 2006
Partners in Prevention Conference, Texas Department of Protective and Regulatory Services (2 days), Austin, November 2005
Family Outreach of America conference, Austin, October 2005
Teaching Methods and Active Learning, Killeen, April 2005
Council on Social Work Education conference (3 days), New York City, February-March 2005
Family Outreach of America conference, Austin, October 2004
Teaching Methods and Active Learning, Killeen, April 2004
Council on Social Work Education conference (3 days), Los Angeles, February 2004
Family Outreach of America conference, Austin, July 2003
Council on Social Work Education conference (3 days), Atlanta, February 2003
Family Outreach of America conference, Austin, October 2002
Rational Behavioral Therapy seminar by Dr. Albert Ellis, Austin, September 2002
Council on Social Work Education annual conference (3 days), Nashville, February 2002
Family Outreach of America conference, Austin, September 2001
Council on Social Work Education annual conference (3 days), Dallas, March 2001
Social Work Professional Development Day, Tarleton State University, March 2001
Adolescent Health Conference (3 days), Dallas, May 2000
Texas Health Steps Medical Case Management Training Update, April 2000
Touch Points Training (3 days), February 2000
Quality Assurance Training Update, Austin, December 1999

Texas Health Steps Medical Case Management Training Update, November 1999
 Family Outreach of America Conference, Austin, September 1999
 Myers-Briggs Indicators and Team Talk, June 1999
 Quality Assurance Conference, Houston, May 1999
 Social Work Ethics Conference, National Association of Social Workers, San Antonio, March 1999
 Quality Assurance training, San Antonio, December 1998
 Texas Health Steps Medical Case Management Training, August 1998 and December 1998
 Quality Assurance Training, Houston, November 1998
 Family Outreach of America Conference, Brownsville, October 1998
 Practical Evaluation of Public Health Programs, Houston, October 1998
 Red Cross Disaster Mental Health training, Houston, September 1998
 EPSDT Five-State Conference, Austin, September 1998
 University of Houston Graduate School of Social Work, Field Supervisor Training, Houston, August 1998
 Infant Mental Health Conference, Houston, March 1998
 Texas Public Health Association Conference, Galveston, February 1998
 Governor's Conference on the Prevention of Child Abuse, Austin, January 1998
 Cultural Competency Training, January 1998, March 1998, October 1998, and January 1999
 Family Outreach of America Conference, Liberty County, October 1997
 Effective Supervision and Coaching for Peak Performance, July 1997
 Team-Building, July 1997
 American Red Cross First Aid and CPR, July 1997 and June 1998
 Women, Children, and Addictions, June 1997
 Targeted Case Management for Pregnant Women and Infants training, April 1997
 Working Effectively with the Media, April 1997
 Family Violence, March 1997
 Family Outreach of America Conference, Abilene, October 1996
 Resources in Changing Political Times, September 1996
 Changing Roles for Social Workers in Public Health, September 1996
 Balancing the Effects of Professional Stress, August 1996
 Making Peace with Our Past: Overcoming Effects of High-Stress Childhood, July 1996
 The Oppositional-Defiant Child, April 1996
 Social Work Section, Texas Public Health Conference, March-April 1996
 Family Violence Conference, March 1996
 Health Care and Ethics Seminar, November 1995
 Family Outreach of America Conference, Houston, October 1995
 Serving the Needs of Medically Fragile Children, September 1995
 Collaboration and Development: A Community's Hope, September 1995
 Managed Care Conference, August 1995
 Training in STEP (Systematic Training for Effective Parenting), July and August 1995
 It Hurts So Bad: The Legacy of Family Violence, March 1995
 Institute on Bad Beginnings: Understanding Troubled Children and Families Who Struggle to Parent, April 1995
 Making Connections: Assessing and Treating Attachment-Disordered Children, April 1995
 The Healing Power of the Family: A Path to Recovery, April 1995
 Family Outreach of America Conference, Dallas, October 1994
 Violence: A Time for Solutions, August 1994
 Contractor's Meeting, Chronically Ill and Disabled Children's Services Program, Texas Department of Health, April 1994
 Social Work Interventions with African-American, Hispanic, and Asian Clients, March 1994
 Schizophrenia, Bi-Polar Disorder, and Major Depression: Helping the Families, February 1994
 I Want To Be Good So Bad: Ethics Training, 1994
 Go For the Gold: Grant-Writing Basics, January 1994
 Single Session Therapy: Redefining the Therapeutic Focus, Dr. Moshe Talmon, December 1993
 Family Outreach of America Conference, Corpus Christi, October 1993
 Family Outreach Volunteer Training, July 1993
 Common Threads: Integrating Person and Practice, June 1993
 Healthy Start: An Innovative Approach to Preventing Child Abuse and Neglect, June 1993
 Managing Organizational Change, May 1993
 Family Outreach Volunteer Training, January 1993
 Governor's Conference on Prevention of Child Abuse, January 1993
 The Psychology of Health, Immunity and Disease (Conference of National Institute for Clinical Application of Behavioral Medicine), Hilton Head, South Carolina, December 1992

Eradicating Child Abuse and Neglect in Galveston County, October 1992
 World Gathering on Bereavement, Seattle, August 1991
 Negotiation and Assertiveness Skills training, July 1991
 The Grieving Process: Effects on Children, Families, and Professionals, January 1991
 HIV Infection: Meeting the Needs of Women and Children, August 1990
 HIV Infection: Meeting the Needs of Children and Youth, September 1989
 Child Abuse: A National Crisis, a Community Challenge, Lucy Berliner, April 1989
 Care of the Newborn and Its Family: Theory and Practice, Marshall Klaus, MD, October 1988
 Sexual and Physical Abuse of Children, January 1988
 Perinatal Social Work: Clinical Issues and Political Concerns, November 1987
 National Association of Social Workers National Conference, September 1987
 A Child's Life: Who Pays? (Impact on Society of Chronic Illness in Children), April 1987
 Partners in Caring: Treating Patients with Respect and Courtesy, June 1986
 Suicide Intervention and Grief Counseling with Children and Adolescents, May 1986
 Building Foundations for the Future: A Multi-disciplinary Approach to Community Treatment and Prevention of Child Abuse and Neglect, May 1986
 Interpersonal Process Recall Techniques (Communication Skills conference), February 1986
 Personnel Administration for Hospital Supervisors, February 1985
 Growing Through Loss, November 1984
 Family and Community Response to Catastrophic Illness and Injury, October 1984
 Home Care for Children with Serious Handicapping Conditions, May 1984
 Behavioral Therapy, March 1984
 National Association of Social Workers State Conference, October 1983
 University of Houston Graduate School of Social Work, Training in Field Work Supervision, September 1983
 Growing Up Different: Association for the Care of Children in Hospitals, international conference, May 1983
 Practical Supervision in the Health Care Setting, April 1983
 Pain and Pain Management, October 1982
 Advances Against Cancer: Current Diagnostic and Therapeutic Practice, October 1982
 Current Controversies in Pediatric Social Work, August 1982
 Child Wellness: Association for the Care of Children's Health, international conference, June 1982
 Communicating with Others: Cultural Pluralism in Health Care, October 1981
 Promoting Health of the Child in the Community, May 1981
 Links in the Chain: Closing the Gaps, Association for the Care of Children in Hospitals international conference, May 1981
 Cerebral Palsy, November 1980
 Unfulfilled Promise: Perinatal Grief and Disappointment, Austin, April 1980
 Children and Parents: Special Needs of the 1980's, March 1980
 Depression in Health Care Settings: A Multi-Faceted Approach, October 1980
 National Association of Social Workers state conference, Social Work Practice: Directions for the 1980's, November 1979
 Stress/Distress in Health Care Settings, September 1979
 National Conference on Perinatal Social Work, May 1979
 Enhancing Health and Life Styles for the Aging, September 1978
 Social Work in the Health Care Setting, April 1978
 Adolescents at Risk, January 1978
 Adoptions: Right to Privacy Versus the Right to Know, November 1977
 Social Implications of Chronic Illness in Adulthood, June 1976
 Child Abuse: Family in Trouble, February 1975
 Child Abuse, February 1974