

CURRICULUM VITAE

NANCY CLAIBORNE, Ph.D.
SCHOOL OF SOCIAL WELFARE

UNIVERSITY AT ALBANY
STATE UNIVERSITY of NEW YORK

EARNED DEGREES

<u>Institution</u>	<u>Specialization/Degree</u>	<u>Date Received</u>
University of Houston Graduate School of Social Work Houston, TX	Ph.D.	1999
University of Southern California Los Angeles, CA	M.S.W. Community Organization & Public Administration	1982
Portland State University Portland, OR	B.S. Psychology	1976

EDUCATIONAL EMPLOYMENT

<u>Institution</u>	<u>Title</u>	<u>Dates of Service</u>
School of Social Welfare University at Albany, SUNY Albany, NY	Professor	9/2015 to present
School of Social Welfare University at Albany, SUNY Albany, NY	Director, Doctoral Program	9/2014 to 7/2018
Social Work Education Consortium School of Social Welfare University at Albany, SUNY Albany, NY	Director of Research & Evaluation	9/2006 to 9/2014
School of Social Welfare University at Albany, SUNY Albany, NY	Associate Professor	9/2005 to 8/2015
School of Social Welfare University at Albany, SUNY Albany, NY	Director Baccalaureate Program	9/2007 to 8/2009
Center for Human Services Research School of Social Welfare University at Albany, SUNY	Director	7/2004 to 8/2006

Albany, NY

School of Social Welfare University at Albany, SUNY Albany, NY	Assistant Professor	8/1999 to 8/2005
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School of Social Welfare University at Albany, SUNY Albany, NY	Lecturer (full-time)	8/1998 – 08/1999
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PROFESSIONAL EMPLOYMENT

<u>Employer and Location</u>	<u>Title</u>	<u>Dates of Service</u>
Epilepsy Foundation-Rochester & Syracuse Regions Syracuse, NY	Social Worker	10/1997 - 08/1998
STEP Program, Texas Orthopedic Hospital Houston, TX	Research Analyst & Social Worker	2/1996 to 10/1997
Horizon Mental Health Management Management contract 4 hospitals, Houston, TX	Program Director, Geropsychiatric Programs	10/1993 to 2/1996
HCA Belle Park Hospital Houston, TX	Director of Marketing, Professional and Community Services	10/1991 to 10/1993
The Cedars Hospital Dallas, TX	Assistant Administrator	7/1990 to 8/1991
Community Psychiatric Centers (CPC) CPC Cypress Point Hospital, Houston, TX	Director of Marketing	12/1988 to 7/1990
CPC Westwood Hospital, Los Angeles, CA	Director of Development	
Simi Valley Adventist Hospital Parkside Psychiatric and CD Services Health Systems West Eating Disorder Program Simi Valley, CA	Community Service Representative Program Director	10/1985 to 12/1988

American Diabetes Association Los Angeles, CA	Program Director, Affiliate Office	11/1983 to 11/1985
Los Angeles Free Clinic Los Angeles, CA	Director of Volunteers	6/1982 to 11/1983

SCHOLARLY ACTIVITY

Refereed Articles Published

- Lawrence, C.K., Claiborne, N., Zeitlin, W., & Auerbach, C. (2016). Finish what you start: A study of Design Team change initiatives' impact on agency climate. *Children and Youth Services Review*, 63, 40–46.
- Zeitlin, W., Claiborne, N., Lawrence, C.K., Auerbach, C. (2016). Validating the Psychological Climate Scale in Voluntary Child Welfare. *Research on Social Work Practice*, 26(2), 203-211.
- Auerbach, C., Zeitlin, W., Augsberger, A., McGowan, B., Claiborne, N., Lawrence, C. (2016). Societal Factors Impacting Child Welfare: Re-Validating the Perceptions of Child Welfare Scale. *Children and Youth Services Review*, 62, 65-71.
- Lawrence, C.K., Zeitlin, W., Auerbach, C., Claiborne, N. (2015). Climate Change in Private Child Welfare Organizations. *Human Service Organizations: Management, Leadership, & Governance*, 39(4), 290-305.
- Auerbach, C., Zeitlin, W., Augsberger, A., McGowan, B., Claiborne, N., Lawrence, C. (2015). Societal factors impacting child welfare: Validating the perceptions of child welfare scale. *Research on Social Work Practice*. 25, 305-312
- Claiborne, N., Auerbach, C., Zeitlin, W., & Lawrence, C.K. (2015). Climate factors related to intention to leave in administrators and clinical professionals. *Children and Youth Services Review*, 51, 18-25.
- Claiborne, N., Auerbach, C., & Zeitlin, W., & Lawrence, C.K. (2015). Organizational climate factors of successful and not successful implementations of workforce innovations in voluntary child welfare agencies. *Human Service Organizations: Management, Leadership, and Governance (formerly Administration in Social Work)*, 39, 69-80.
- Claiborne, N., Auerbach, C., Lawrence, C., McGowan, B., Lawson, H., McCarthy, M., Strolin-

- Goltzman, J., & Caringi, J. (2014). Design teams as an organizational intervention to improve job satisfaction and worker turnover in public child welfare. *Journal of Family Strengths, 14*(1), 1-24.
- Auerbach, C., Schudrich, W.Z., Lawrence, C.K., Claiborne, N., & McGowan, B.G. (2014). Predicting turnover: Validating the intent to leave child welfare scale. *Research on Social Work Practice, 24*(3), 349-355.
- Claiborne, N., Auerbach, C., Lawrence, C., & Schudrich, W.Z. (2013). Organizational change: The role of climate and job satisfaction in child welfare workers' perception of readiness for change. *Children and Youth Services Review, 35*(12), 2013-2019.
- Schudrich, W., Liao, A., Lawrence, C., Auerbach, C., Gomes, A., Fernandes, G., McGowan, B., & Claiborne, N. (2013). Intention to leave in social workers and educators employed in voluntary child welfare agencies. *Children and Youth Services Review, 35*, 657-663.
- Wu, L., Rusyidi, B., Claiborne, N., & McCarthy, M.L. (2013). Relationships between work-life balance and job-related factors among child welfare workers. *Children & Youth Services Review, 35*(9), 1447-1454.
- Lawrence, C., Strolin-Goltzman, J., Caringi, J., Claiborne, N., McCarthy, M., Butts, E., & O'Connell, K. (2013). Designing evaluations in child welfare organizations: An approach for administrators. *Administration in Social Work, 37*, 3-13.
- Schudrich, W., Auerbach, C., Liu, J., Fernandes, G., McGowan, B., & Claiborne, N. (2012). Factors Impacting Intention to Leave In Social Workers and Child Care Workers Employed at Voluntary Agencies. *Children and Youth Services Review, 34*(1), 84-90.
- Claiborne, N., Auerbach, C., Lawrence, C., Liu, J., McGowan, B.G., Fernandes, G., & Magnano, J. (2011). Child welfare agency climate influence on worker commitment. *Children and Youth Services Review, 33*(11), 2096-2102.
- Claiborne, N. & Lawson, H. A. (2011). A Two Site Case Study of Consultation to Develop Supervisory Teams in Child Welfare, *Administration in Social Work, 35*(4), 389-411.
- Austin, S. & Claiborne, N. (2011). Faith Wellness Collaborative: A community-based approach to address Type II Diabetes disparities in an African American community. *Social Work in Healthcare, 50*(5), 360-375.
- Claiborne, N., Videka, L., Postiglione, P., Finkelstein, A., McDonnell, P., & Krause, R. (2010).

- Alcohol Screening, Evaluation and Referral for Veterans. *Journal of Social Work Practice in the Addictions*, 10(3), 308-326.
- Strolin-Goltzman, J., Lawrence, C., Auerbach, C., Caringi, J., Claiborne, N., Lawson, H., McCarthy, M., McGowan, B., Sherman, R., & Shim, M. (2009). Design Teams: A promising organizational intervention for improving turnover rates in the child welfare workforce. *Child Welfare*, 88(5), 149-168.
- Claiborne, N., Liu, J., Vandenburgh, H., Hagen, J., Mera Rodas, A., Raunelli Sander, J.M., Adanaque Zapata, J.G., & Zurita Paucar, M.J. (2009). Northern Peruvian NGOs: Patterns of inter-organizational relationships. *International Social Work*, 52(3), 327-342.
- Caringi, J., Strolin, J., Lawson, H., McCarthy, M., Briar-Lawson, K., & Claiborne, N. (2008). Child welfare design teams: An intervention to improve workforce retention and facilitate organizational development. *Research on Social Work Practice*, 18(6), 565-574.
- Lawson, H.A., Claiborne, N., Hardiman, E., Surko, M., & Austin, S. (2007). Deriving Theories of Change from Successful Community Development Partnerships for Youth. *American Journal of Education*, 114(1), pp. 1-40.
- Surko, M., Lawson, H.A., Gaffney, S., & Claiborne, N. (2006). Targeting evaluations of youth development-oriented community partnerships. *Journal of Public Health Management and Practice*, 12, November (Supplement), S95-S107.
- Claiborne, N. & Rizzo, V.M. (2006). Addressing sexual issues in individuals with chronic medical conditions. *Health & Social Work*, 31 (3), 221-228.
- Claiborne, N. (2006). Efficiency of a care coordination model: A randomized study with stroke patients. *Research on Social Work Practice*, 16, 57-66.
- Claiborne, N. (2006). Effectiveness of a care coordination model for stroke survivors: A randomized study. *Health & Social Work*, 31(2), 87-96.
- Claiborne, N. & Fortune, A. (2005). Preparing students for practice in a managed care environment, *Journal of Social Work Education*, 25(3/4), 177-195.
- Claiborne, N. & Lawson, H.A. (2005). An intervention framework for collaboration. *Families in Society*, 86(1), 93-103.
- Claiborne, N. (2004). The presence of social workers in non-governmental organizations (NGOs). *Social Work*, 49(2), 207-218.

Claiborne, N. & Vandenburg, H. (2003). How can social workers improve outcomes and costs in disease management? *Disease Management and Health Outcomes*, 11(7), 407-413.

Claiborne, N., Vandenburg, H., Krause, T.M., Leung, P. (2002). Measuring quality of life changes in individuals with chronic low back conditions: A back education program evaluation. *Evaluation and Program Planning*, 25(1), 61-70.

Claiborne, N. & Vandenburg, H. (2001). Social workers' role in disease management. *Health & Social Work*, 26(4), 217-225.

Massaro, E. & Claiborne, N. (2001). Effective strategies for reaching high-risk minorities with diabetes. *Diabetes Educator*, 27(6), 1-19.

Claiborne, N. & Massaro, E. (2000). Mental quality of life: An indicator of unmet needs in patients with diabetes. *Social Work in Healthcare*, 32(1), 25-43.

Claiborne, N., Krause, T.M., Heilman, A., Leung, P. (1999). Measuring quality of life in back patients: Comparison of health status questionnaire and quality of life inventory. *Social Work in Health Care*, 28(3), 77-94.

Un-refereed Articles

Krause, T.M., Kozak, J., Claiborne, N. (1997). Outcomes management through a spinal treatment evaluation process. *Journal of Rehabilitation Outcomes Measurement*, 1, 15-22.

Book Chapters

Vandenburg, H. & Claiborne, N. (2013). Qualitative program evaluation overview in Fortune, A.E., Reid, W.J., & Miller, R.L., Jr., (Eds.), *Qualitative research in social work*, 2nd edition. (pp. 307-327). New York: Columbia University Press.

Claiborne, N. (2010). Non-governmental organizations (NGOs) in Roth, W.D. & Briar-Lawson, K. (Eds.), *Globalization, social justice, and the helping professions*. (pp. 89-101). Albany, NY: State University of New York Press.

Claiborne, N. & Vandenburg, H. (2004). Social work role in disease management in Roberts, A.R. & Yeager, K.R. (Eds.), *Evidence-based practice manual: Research and outcome*

measures in health and human services. (pp. 910-917). New York: Oxford University Press.

Book Reviews

Claiborne, N. (2001). [Review of the book *Financial & strategic management for nonprofit organizations* by Herrington J. Bryce]. *Administration in Social Work*, 25(3), 85-86.

Research Reports

Federally Funded Research Reports

Lawrence, C., Claiborne, N., Auerbach, C., McGowan, B., & Zeitlin, W. (December 2014). *Final Report* for children's bureau Competitive Grant Priority Area: 93.648 (National child Welfare Workforce Initiatives: Priority Area 2), a five-year project awarded to New York State Social Work Education Consortium and the School of Social Welfare, University at Albany, State University of New York.

Claiborne, N., Lawrence, C., Auerbach, C., McGowan, B., & Schudrich, W. (September 2013). New York State Child Welfare Workforce Initiative (CWWI) Individual Agency Pre-Post Evaluation Reports; Children's Bureau Competitive Grant Priority Area: 93.648 (National Child Welfare Workforce Initiatives: Priority 2).
Thirteen Individual Reports were also written for the following agencies:

Berkshire Farm Center and Services for Youth
Children's Home of Jefferson County
Children's Home of Kingston
Elmcrest Children's Center
Glove House
House of the Good Shepherd
Inwood House
LaSalle School
NE Parent and Child
Safe Space
Salvation Army Professional and Community Services
St. Anne Institute
Villa of Hope

Claiborne, N., Lawrence, C., Auerbach, C. & McGowan, B. (November, 2009). *Comprehensive Workforce Assessment: New York State Voluntary Agencies*, for Children's Bureau Competitive Grant Priority Area: 93.648 (National Child Welfare Workforce Initiatives:

Priority 2 awarded to New York State Social Work Education Consortium and the School of Social Welfare, University at Albany, State University of New York.

Briar-Lawson, K., Co-Principal Investigator, McCarthy, M., Co-Principal Investigator, Claiborne, N., Auerbach, C., McGowan, B., Lawrence, C., Lawson, H., Caringi, J., Shim, M., Strolin-Goltzman, J., Sherman, R., & Dorn, N. (December, 2008). *Final Evaluation Report of New York an Innovative Model to Improve Recruitment and Retentions*, for Children's Bureau Competitive Grant Priority Area: 2003C.3 (Child Welfare Recruitment-Retention Training) awarded to New York State Social Work Education Consortium and the School of Social Welfare, University at Albany, State University of New York.

Auerbach, C, Claiborne, N. & McGowan, B., Briar-Lawson, K., Co-Principal Investigator, McCarthy, M., Co-Principal Investigator, Caringi, J., Dorn, N., Lawson, H., Kollar, S., Miner, L., Sherman, R., & Strolin, J. (2006). *An Innovative Model to Improve Recruitment and Retentions*, for Children's Bureau Competitive Grant Priority Area: 2003C.3 (Child Welfare Recruitment-Retention Training) awarded to New York State Social Work Education Consortium and the School of Social Welfare, University at Albany, State University of New York.

Individual Evaluation Reports were also written for the following:

Evaluation Report of New York City Queens Sites

Evaluation Report of Upstate New York Sites:

Evaluation Report of Schoharie County:

Evaluation Report of Otsego County:

Evaluation Report of Franklin County:

New York State Funded Research Reports

Claiborne, N., Chen, Y., Li, Y., & James, T. (September 2013). *Building a Model of Supervision Evaluation Follow-up Evaluation Report* for Northeast and Caribbean Implementation Center (NCIC) and New York State Office of Children and Family Services Grant.

Claiborne, N., Chen, Y., Li, Y., & James, T. (December 2012). *Building a Model of Supervision Evaluation Baseline Evaluation Report* for Northeast and Caribbean Implementation Center (NCIC) and New York State Office of Children and Family Services Grant.

Sinclair, M. & Claiborne, N. (February 2012). *Teaming Model Evaluation Six County Cohorts 3 &*

4 Teaming Groups, Final Program Evaluation Report for New York State Office of Children and Family Services Teaming Model Evaluation Grant.

Claiborne, N., Sinclair, M., & Park, J. (December, 2010). *Teaming and Comparison Group Analysis for Cohorts 1 & 2, Final Program Evaluation Report for New York State Office of Children and Family Services Teaming Model Evaluation Grant.*

Claiborne, N., Sinclair, M., Rusyidi, B., & Wu, L. (April, 2009). *Teaming and Comparison Group Analysis, 1-Year Follow-up Report for Cohort 1: All Counties Teaming Units*, for New York State Office of Children and Family Services Teaming Model Evaluation Grant.

Claiborne, N., Rusyidi, B., Sinclair, M., & Wu, L. (November, 2008). *Teaming Model Baseline Evaluation Report for Cohort 2: All Counties Teaming Units*, for New York State Office of Children and Family Services Teaming Model Evaluation Grant.

Claiborne, N., Rusyidi, B., Sinclair, M. & Wu, L., (2007). *Teaming Model Baseline Evaluation Report for Cohort 1: All Counties Teaming Units*, for New York State Office of Children and Family Services Teaming Model Evaluation Grant.

Teaming Model Program Evaluation were also written for Individual County Reports to New York State Office of Children and Family Services

Sinclair, M., Wu, L. & Claiborne, N. (April, 2009). *Teaming and Comparison Group Analysis, 1-Year Follow-up Report for Cohort 1: Clinton County Teaming Unit*

Rusyidi, B., Wu, L., & Claiborne, N. (April, 2009). *Teaming and Comparison Group Analysis, 1-Year Follow-up Report for Cohort 1: Chautauqua County Unit*

Sinclair, M., Wu, L., & Claiborne, N. (April, 2009). *Teaming and Comparison Group Analysis, 1-Year Follow-up Report for Cohort 1: Nassau County Teaming*

Rusyidi, B., Wu, L., & Claiborne, N. (April, 2009). *Teaming and Comparison Group Analysis, 1-Year Follow-up Report for Cohort 1: Schenectady County Unit*

Rusyidi, B., Wu, L., & Claiborne, N. (April, 2009). *Teaming and Comparison Group Analysis, 1-Year Follow-up Report for Cohort 1: Westchester County Unit*

Rusyidi, B., Wu, L., & Claiborne, N. (November, 2008). *Teaming Group Analysis, Baseline Evaluation Report for Cohort 2: Albany County Unit*

Rusyidi, B., Wu, L., & Claiborne, N. (November, 2008). *Teaming Group Analysis, Baseline Evaluation Report for Cohort 2: Chautauqua County 2nd Unit*

Sinclair, M., Wu, L., & Claiborne, N. (November, 2008). *Teaming Group Analysis, Baseline Evaluation Report for Cohort 2: Columbia County Unit*

Sinclair, M., Wu, L., & Claiborne, N. (November, 2008). *Teaming Group Analysis, Baseline Evaluation Report for Cohort 2: Nassau County 2nd Unit*

Rusyidi, B., Wu, L., & Claiborne, N. (2007). *Teaming and Comparison Group Analysis,*

Baseline Evaluation Report for Cohort 1: Chautauqua County Teaming Unit
 Claiborne, N., Sinclair, M. & Wu, L. (2007). *Teaming and Comparison Group Analysis, Baseline Evaluation Report for Cohort 1: Clinton County Unit*
 Claiborne, N., Sinclair, M. & Wu, L. (2007). *Teaming and Comparison Group Analysis, Baseline Evaluation Report for Cohort 1: Nassau County Unit*
 Claiborne, N., Rusyidi, B., & Wu, L. (2007). *Teaming and Comparison Group Analysis, Baseline Evaluation Report for Cohort 1: Schenectady County Unit*
 Claiborne, N., Rusyidi, B., & Wu, L. (2007). *Teaming and Comparison Group Analysis, Baseline Evaluation Report for Cohort 1: Westchester County Unit*

Lawson, H. A. & Claiborne, N., McCarthy, M., Strolin, J., Briar-Lawson, K., Caringi, J., Auerbach, C., McGowan, B., Dorn, N., & Sherman, R. (2005). *Retention planning to reduce workforce turnover in New York State's public child welfare systems: Developing knowledge, lessons learned, and emergent priorities*. New York State Social Work Education Consortium, School of Social Welfare, University at Albany, State University of New York.

Other Research Reports

Claiborne, N. (2014). *Organizational Intervention Resource Manual for Facilitators*. National Child Welfare Workforce Institute (NCWWI). Children's Bureau Award.

Claiborne, N., Chen, Y., Li, Y., & McCarthy, M. (September 2010). *Albany County Staff Survey Report: 2010*, for Albany County Youth and Family Services (DCYF) Division.

Lawson, H.A., Anderson-Butcher, D., Byrnes, E.C., Hickert, A. & Claiborne, N. (2006). *A Utilization-focused Evaluation of Birth and Beyond*, for Child Abuse Prevention Council Sacramento, CA.

Lawson, H.A., Claiborne, N., McCarthy, M., Strolin, J., Briar-Lawson, K., Caringi, J., Auerbach, C., McGowan, B., Dorn, N. & Sherman, R. (2005). *Retention planning to reduce workforce turnover in New York State's public child welfare systems: Developing knowledge, lessons learned, and emergent priorities*, for New York State Social Work Education Consortium and the School of Social Welfare, University at Albany, State University of New York.

Claiborne, N. (2005). *Performance Target I: Enhance and Maintain the CDP, Evaluation Report for Cattaraugus County*, for NYS Assets Coming Together (ACT) for Youth Initiative, Mount Sinai Adolescent Health Center, New York State Department of Health grant.

Claiborne, N. (2005). *Performance Target V: Community Policy Change, Evaluation Report for Erie County*, for NYS Assets Coming Together (ACT) for Youth Initiative, Mount Sinai Adolescent Health Center, New York State Department of Health grant.

Lawson, H.A. & Claiborne, N. (2005). *Summary Evaluation Report: Site Specific Evaluation of Successful Performance Indicators*, for NYS Assets Coming Together (ACT) for Youth Initiative, Mount Sinai Adolescent Health Center, New York State Department of Health grant.

Sanderson, M., Leung, P., McFarland, A., Costa, L., & Claiborne, N. (1996). *Community action partnership for prevention (CAPP) Center for Substance Abuse Prevention close-out report*, for the community education and reduction of adolescent alcohol usage, Office of Community Projects, University of Houston Graduate School of Social Work and Fort Bend County, TX.

Leung, P., Farland, A. Sanderson, M., Costa, L., Daerymple, C., Gibson, C., & Claiborne, N. (1995). *The impact of community action partnership for prevention (CAPP) on targeted communities and mini-award recipients*. Evaluation, Federal grant for the community education and reduction of adolescent alcohol usage, Office of Community Projects, University of Houston Graduate School of Social Work and Fort Bend County, TX.

Grants and Awards

Co-Principal Investigator: National Child Welfare Workforce Institute. (Co-Principal Investigator Mary McCarthy). Awarded September 2018 by Children's Bureau. A 5-Year, \$24 million grant awarded to increase child welfare practice effectiveness through diverse partnerships that focus on workforce systems development, organizational interventions, and change leadership, using data-driven capacity building, education, and professional development.

Organizational Intervention Lead: National Child Welfare Workforce Institute. (Principal Investigators: Mary McCarthy, PhD and Katherine Briar-Lawson, PhD). Awarded September 2013 by Children's Bureau. A 5-Year, \$21.5 million grant awarded to increase child welfare practice effectiveness through diverse partnerships that focus on workforce systems development, organizational interventions, and change leadership, using data-driven capacity building, education, and professional development.

Principal Investigator: Building a Model of Supervision Evaluation sub-contract awarded June

2011 by Northeast and Caribbean Implementation Center (NCIC) and New York State Office of Children and Family Services to the Social Work Education Consortium. A 3-year, [\$78,000] grant to assess the implementation and effectiveness of an intervention to improve the public child welfare supervision and the workforce.

Principal Investigator: New York State Child Welfare Workforce Initiative (CWWI) awarded October 2008 by the Children's Bureau. A 5-year, \$2.5 million grant to create sustainable system changes that strengthen and support the not-for-profit professional child welfare workforce.

Principal Investigator: Teaming Model Program Evaluation awarded December 2006 by New York State Office of Children and Families to the Social Work Education Consortium. A 4-year, \$300,000 grant for assessing the effectiveness of an intervention to improve the public child welfare workforce.

Principal Investigator: Inter-organizational Relationship Patterns Among Peruvian NGOs: An Exploratory Study awarded April 2006 by University at Albany, SUNY Faculty Research Award Program, Category B. A \$4,000 grant to study the local NGOs and their relationships with national and international NGOs, and the Peruvian government.

Principal Investigator: An Outcomes Evaluation of a Provider-Based Care Coordination Model for Meeting the Biopsychosocial Needs of Stroke Patients awarded April 2001 by University at Albany, SUNY Faculty Research Award Program, Category A. A \$10,000 grant to study the effectiveness of a delivery of care model to stroke patients.

Evaluator: An Innovative Model to Improve Recruitment and Retention. (Principal Investigators: Mary McCarthy, PhD and Katherine Briar-Lawson, PhD). Awarded October 2003 by Children's Bureau. A 5-year, \$1 million grant awarded to improve the recruitment and retention of the public child welfare workforce.

Research Team Member: New York State Recruitment & Retention Study. (Principal Investigator: Mary McCarthy & Katherine Briar-Lawson). Awarded January 2004 by New York State Office of Children and Family Services. A 1-year, \$85,000 grant to investigate the factors creating high turnover in the public child welfare workforce.

Faculty Member of the Year Award, May 2004. Awarded by the Social Welfare Student Assoc.

Refereed Conference Presentations

Claiborne, N., Leake, R., & Reed, D. "Exploring Implementation Teams as a Driver for

Organizational Change”. Workshop Presentation at 22nd Annual Conference of the Society for Social Work and Research, Washington, DC, January 12, 2018.

McCarthy, M., Lawrence, C., & Claiborne, N. “Innovative Organizational Implementation”. Oral Presentation at Rockefeller Institute of Government, A research and practice in progress briefing on local government in New York forum. Albany, NY, November 16, 2016.

Lawrence, C.K. & Claiborne, N. “Improving Organizational Climate with Design Team Interventions”. Oral Presentation at 20th Annual Conference of the Society for Social Work and Research, Washington, DC, January 17, 2016.

Claiborne, N. & Lawrence, C.K. “Administrators and Clinical Professionals: How Does Organizational Climate Relate to Intention to Leave”. Oral presentation at 26th Annual Conference of the Network for Social Work Managers, Howard University, Washington, DC, June 4, 2015.

Lawrence, C.K. & Claiborne, N. “Successful and Not Successful Implementation: The Impact of Organizational Climate Factors on Workforce Innovations”. Oral presentation at 26th Annual Conference of the Network for Social Work Managers, Howard University, Washington, DC, June 4, 2015.

Lawrence, C.K., Claiborne, N., Auerbach, C., & Zeitlin, W. “Climate Change in Private Child Welfare Organizations”. Oral presentation at 19th Annual Conference of the Society for Social Work and Research, New Orleans, LA, January 16, 2015

Gomes, A.M., Zeitlin, W., Auerbach, C., Claiborne, N., Lawrence, C.K., & McGowan, B. “Examining Organizational Climate in Voluntary Child Welfare: Examining the Psychometric Properties of the Parker Psychological Climate Survey”. Poster presentation accepted at 19th Annual Conference of the Society for Social Work and Research, New Orleans, LA, January 14-18, 2015

Claiborne, N., Zeitlin, W., Auerbach, C., Lawrence, C.K. “Validating a Measure of Organizational Climate in Voluntary Child Welfare.” Poster Presentation at Annual Conference of the Council for Social Work Education, Tampa, FL, October 25, 2014.

Claiborne, N. & Lawrence, C.K. “What Managers Should Know about Organizational Climate and Workforce Retention.” Oral Presentation at Annual Conference of the Network for Social Work Management, at Boston, MA, June 5, 2014.

Houston, A., Claiborne, N. “Relationship Between Psychological Organizational

Climate and Job Satisfaction Among Child Welfare Employees in Voluntary Agencies.” Oral Presentation at 18th Annual Conference of the Society for Social Work and Research, at Marriott Riverwalk Hotel, San Antonio, TX, January 10, 2014.

Auerbach, C., Schudrich, W.Z., Augsberger, A., McGowan, B., Claiborne, N., Lawrence, C.K. “Validating the Perceptions of Child Welfare Workforce Scale.” Poster Presentation at 18th Annual Conference of the Society for Social Work and Research, at the Convention Center, San Antonio, TX, January 17, 2014.

Claiborne, N. Auerbach, C., Lawrence, C. & Schudrich, W. “Organizational Change: Climate Factors That Predict Readiness for Change”. Oral Presentation at 17th Annual Conference of the Society for Social Work and Research, at San Diego, January 19, 2013.

Auerbach, C., Claiborne, N., Schudrich, W., & Lawrence, C. “How Well Does Intent to Stay Predict a Worker’s Actual Leaving?” Poster Presentation at 17th Annual Conference of the Society for Social Work and Research, San Diego, January 2013.

Claiborne, N., Auerbach, C., Lawrence, C., & McGowan, B. “Child Welfare Organizational Climate Influence on Worker Commitment” Oral Presentation at 17th Annual Conference of the Society for Social Work and Research, at Washington, DC, January 13, 2012.

McCarthy, M. & Claiborne, N. “Supervisor Consultation in Support of Child Welfare”. Oral Presentation at Workforce Recruitment and Retention in National Staff Development and Training Association (NSDTA), Professional Development Institute, at Atlanta, GA, September 22, 2008.

Claiborne, N. & McCarthy, M. “Supervisor Consultation in Support of Design Team Intervention for Workforce Retention in Child Welfare”. Oral Presentation at Scaling the Summit, University of Denver, Social Work Education Consortium, Denver, CO. August 6, 2008.

Postiglione, P., Claiborne, N., Videka, L., Finkelstein, A., McDonnell, P., and Krause, R. “Improving Identification and Treatment of Patients with Alcohol Problems”. Oral Presentation at American Public Health Association, Social Work Section, 134th Annual Meeting, Boston, MA. November 8, 2006.

Claiborne, N. & Krause, T. “HEDIS Measures of Mental Illness Post-Hospitalization Follow-up”. Oral Presentation at American Public Health Association, Social Work Section, 132nd Annual Meeting, Washington, D.C November 9, 2004.

- Claiborne, N. "Care Coordination for Stroke Survivors". Oral Presentation at Social Work in Health and Mental Health, 4th International Conference, Quebec City, Canada. May 26, 2004.
- Claiborne, N. "Social work care coordination model: A delivery of care system for elderly stroke survivors". Oral Presentation at American Public Health Association, Social Work Section 131st Annual Meeting, San Francisco, CA. November 18, 2003.
- Claiborne, N. "Fibromyalgia Syndrome Program Evaluation". Oral Presentation at American Public Health Association, Social Work Section 130th Annual Meeting, Philadelphia, PA. November 12, 2002.
- Claiborne, N. "Sustaining Social Work in Healthcare: Utilizing Program Evaluation". Oral Presentation at American Public Health Association, Social Work Section 129th Annual Meeting, Atlanta, GA. October 24, 2001.
- Claiborne, N. & Vandenburg, H. "Measuring Quality of Life Changes in Individuals with Chronic Low Back Conditions". Oral Presentation at New York State Sociological Association 49th Annual Meeting, Buffalo, NY, October 12, 2001.
- Claiborne, N. "Measuring Quality of Life Changes in a Chronic Low Back Evaluation and Education Program". Poster Presentation at American Public Health Association, Social Work Section 128th Annual Meeting, Boston, MA. November 14, 2000.
- Claiborne, N. & Rizzo, V.M. "Addressing Sexual Issues in Aging Individuals with Chronic Medical Conditions". Workshop presented at New York Statewide Resource Center for Geriatric Education and the Office of Continuing Medical Education at SUNY Upstate Medical University, Syracuse, NY. October 4, 2000.
- Briar-Lawson, K., Jones, S., Roth, W., Ramos, B. & Claiborne, N. "Perspectives on Globalization, Families, and Social Work". Oral Presentation at Joint Conference of the International Federation of Social Workers and the International Association of School of Social Work, Montreal, Canada. July 30, 2000.
- Vandenburg, H. & Claiborne, N. "Aggressive Psychiatric Hospital Marketing: The Question of Participant Norms". Roundtable presentation at American Sociological Association 94th Annual Meeting, Chicago, IL. August 8, 1999.
- Claiborne, N. "Discussing Sexuality with the Chronic Spine Patient". Oral Presentation at National Association of Orthopedic Nurses, Annual Conference, New Orleans, LA. May 18, 1998.
- Claiborne, N. "Family Maladjustment Intervention in Chronic Pain Spinal Patients". Oral Presentation at National Association of Orthopedic Nurses, Annual Conference, New

Orleans, LA. May 19, 1998.

Claiborne, N. "Impact of Patient Education on Surgical and Inpatient Variables". Poster Presentation at North American Spine Society, Annual Conference, Boston, MA. October 1997.

Claiborne, N. "Defining and Measuring Quality Health Care: Policy Implications" Oral Presentation at Southwestern Social Science Association, Houston, TX. March 1996.

Invited Presentations

Claiborne, N., Edwards, R., Smith, J., & Briar-Lawson, K. "University and Agency Partnerships to Build Effective Management" Panel Presentation at Network for Social Work Management Annual Conference, June 6, 2014.

Claiborne, N. "Workers' Perception of Readiness for Organizational Change: The Role of Climate and Job Satisfaction" Webinar presented for Practice and Research Together (PART), A Canadian Child Welfare professional Organization, Toronto, April 8, 2014.

Claiborne, N. "Budgeting" Presented at Seed Program of University at Albany, SUNY, November 6, 2013.

Claiborne, N. "Designing Your Own Research to Measure Effectiveness". Presented at Teaming Symposium, New York State Office of Children and Family Services. May 20, 2008.

Claiborne, N. "Grant Writing Workshop for International NGOs"(Financiamiento Internacional: Elementos y pasos necesarios en la preparacion de una propuesta de financiamiento) Presented at FUNDENORP, National University of Peru at Pirua. July 5, 2007.

Claiborne, N. "Characteristics of Non-Government Organizations (NGOs)". Presented at National University of Peru at Pirua. July 6, 2006.

Claiborne, N. "Community Research Theories". Presented at Universidad Catolica Santo Toribio de Mogrovejo (USAT), Chiclayo, Peru. June 29, 2006.

Claiborne, N. "Program Evaluation". Presented at Universidad Catolica Santo Toribio de Mogrovejo (USAT), Conferencias Internacionales, Bienestar y Desarrollo Social, Chiclayo, Peru. June 26, 2006.

Claiborne, N. "Social Work Management in Human Service Organizations". Presented at Regional Association of Social Workers (La Gerencia Social una Herramienta para el Trabajo Social), Lima, Peru. June 21, 2006.

Claiborne, N. "Grant Writing". Presented at National Association of Social Workers, New York State Chapter Professional Conference, Albany, NY. March 24, 2006.

Claiborne, N. & Miraglia, P. "Tracking and Evaluating Organizational Innovation". Presented at Children's Bureau Grantee's Meeting, Washington, D.C. May 10, 2005.

Loneck, B., McCallion, P., Parsons, L. & Claiborne, N. "Get involved in research: A forum on the Child Welfare, Drug Abuse, and Intergenerational Risk Research Center". Panel presenter at 8th Annual Alcohol & Substance Abuse Providers of NYS Conference, Rochester, NY. April 18, 2005.

Claiborne, N. "Grant Writing". Presented at National Association of Social Workers, New York State Chapter Professional Conference, Rochester, NY. December 5, 2003.

Claiborne, N., Newdom, F. & Marin, K. "Up Close & Professional". Panel presentation at National Association of Social Workers, New York State Chapter, Albany, NY. November 11, 2003.

Claiborne, N. "Grant Writing". Presented at 2-day workshop United Way of Northeastern New York, Albany, NY. October 24 & 25, 2002.

Briar-Lawson, K. & Claiborne, N. "Fund Raising and Self-Finance for Civil Society Organizations in Macedonia". Presented at workshop sponsored by School of Social Welfare, University Albany, SUNY for the People Work Organization Development of Macedonia, September 23, 2002.

Claiborne, N. "Grant Writing". Presented 2-day workshop at United Way of Northeastern New York, Albany, NY. June 13 & 14, 2002.

Claiborne, N. "Current Managed Care Issues". Panel presentation at National Association of Social Workers, New York State Chapter 2000 Fall Leadership Meeting, Albany, NY. September 9, 2000.

Claiborne, N. "Disease Management as a Managed Care Trend". Presented at Sunnyview Hospital and Rehabilitation Center, Social Work Department, Schenectady, NY. April 17, 2000.

Claiborne, N., Owens, B., & Shapiro, M. "Private Sector Reform". Panel presentation at Rescue Health Day sponsored by New York State Psychological Association, Capital District Social Workers in Private Practice, University at Albany School of Social Welfare, National Association of Social Workers Northeast Division, and Psychological Association of Northeastern New York, Albany, NY. April 1, 2000.

Claiborne, N., Berg, M., & Kusak, K. "Seizures and Sex". Panel presentation at Epilepsy Foundation of Rochester and Syracuse Annual Conference, Rochester, NY. November 7, 1998.

TEACHING

Graduate Courses

Macro Practice in Social Work I
Macro Practice in Social Work II
Financial Management of Social Welfare Organizations
Advanced Social Welfare Management
Human Service Organizations in a Changing Environment [Introduced]
Managing Systems in Human Service Organizations [Introduced]
Development (Fundraising, Marketing, Grant Writing) [Introduced]
Social Work and Managed Care [Introduced]
Supervision and Consultation [Re-Introduced, Full Revision]

Undergraduate Course

Social Work Organizational and Community Theory

Additional Teaching Activities

Chair, Doctoral Dissertation Committees for:

1. Jessica Strolin, Doctoral degree granted, 2006, “The Effects of an Organizational Intervention on Child Welfare Agency Climate and Workforce Stability”.
2. Maria Lopez, Doctoral degree granted 2007, “Social Networks and Diabetes Self-Care Practices in the Latino Community”.
3. Miseung Shim, Doctoral degree granted, 2009, “The Effects of Organizational Culture and Climate on Employee’s turnover in Public Child Welfare Agencies”.
4. Maureen Sinclair, Doctoral degree granted, 2013, “Group Cohesion in Child Welfare Teaming”
5. Julie Burton, Doctoral degree granted, 2013. “Interventions and Supports for Adolescents and Families: Applying the Design and Development Framework to the Development of Services for Dually Diagnosed Youth”.
6. Charletta L. Robinson, “The Aftermath: Perceptions of Employment and Livelihood among Former Crack Cocaine Dealers in Upstate New York”.
7. Sreyashi Chakravarty, “Institutional Racism in Child Welfare Organizations”.
8. Catherine Kramer, “The Meaning of Adolescent Relationships to Peers and Staff in Institutional Settings: Child Welfare and Juvenile Justice Programs”.
9. Priya Winston, “Addressing disparities in employment faced by Women with Disabilities”.

Committee Member to 9 additional Doctoral Dissertation Committees

Oversee 1-2 Independent studies each academic year

Academic Advisor: 15-30 matriculated MSW or Social Welfare Doctoral students each academic year.

Field Internship Liaison: approximately 10-15 MSW students each academic year, 1998-2012.

Supervise and mentor 2-4 Doctoral students' research in Social Work Education Consortium during the academic year and summer months, 2006 - 2013.

Mentor, Center for Association of Schools of Public Health and the Centers for Disease Control Minority Fellowship Program – August 2004 – January 2007.

February 10, 2014 Attended UAlbany's Dialogue in Action event presented by Kristie Ford, PhD Dynamics in a Diverse Classroom - Navigating "Hot" moments in the classroom.

SERVICE

School of Social Welfare Committees

Member, Standards Committee
Chair, Doctoral Program Committee
Chair, MACRO Curriculum Group
Member, MSW Program Committee
Member, Undergraduate Education Committee

Chair, Ad Hoc Committee – School of Social Welfare
Faculty Retreat
Member, School of Social Welfare Bylaws & Restructure
Ad Hoc Committee
Member, School of Social Welfare Strategic Plan
Ad Hoc Committee
Chair, Undergraduate Education Committee
Chair, Student Grievance Committee
Chair, Student Standards Committee
Co-Chair, Admission Committee
Member, Curriculum & Educational Policy Committee

Dates of Service

August 2018 - present
August 2014 – July 2018
May 1999 – present
August 2011- May 2014
August 2009 – May 2013
August 1999 - May 2001
October 2011 – May 2013

April 2010 – May 2012

February 2008 – April 2011

August 2007 – Sept. 2009
August 2009 – August 2011
August 2009 – August 2011
August 2003 - August 2004
August 2005 – August 2006
August 2001 - August 2003
August 1998 - 2000

Member, Diversity Committee
Member, Grievance Committee
Chair, Committee on Field Education
Member, Committee on Field Education

Member, Personnel Committee
Member, Vision & Mission Statement
Ad Hoc Committee

August 1998 - May 1999
January 1999 - May 1999
August 2005- August 2006
January 2007 – August 2007
August 1999 - May 2001
August 2000 - May 2002
November 2000 - May 2001

Campus Committees

Co-Chair, University Strategic Plan, 'Futuring Education'
Committee-Education & Social Welfare
Member, Institutional Review Board

Member, Search Committee for Compliance Administrator
Chair, Resource Analysis and Planning Sub-Committee
(Subcommittee of the University Planning & Policy Council, Senate Council)

University Senate Representative, School of Social Welfare
Member, University Planning & Policy Council, Senate Council
Member, Nonprofit Education Initiative (NEI)

Member, NEI Financial Management Committee
Member NEI Certificate Options Task Group

Dates of Service

September- December 2016
January 2007 – August 2009
Dec. 2002 - August 2004
October 2004 – January 2005
October 2004 – August 2005
Sept. 2002 – August 2005
Sept. 2002 – August 2005
December 2000 - 2007
June 1999 - 2000
June 23, 1999
October 1, 1999

Professional Service

Special Co-Editor, *Public Child Welfare*
External Reviewer
Smith College, Doctoral Program
Special Editor, *Journal of Family Strengths*
Children's Bureau Centennial Special Edition
Volume 12, Fall 2012

Dates of Service

Publish date-Winter 2019
June 20-21, 2016
August 2011-December 2012

Journal and Book Review Activities

Peer book review for Sage Publications
Reviewer for *Human Service Organizations:*
Management, Leadership, and Governance
Reviewer for *Children and Youth Services Review*
Reviewer for *Public Child Welfare*
Reviewer for *Child Welfare*

2004, 2005, 2010, 2014
2014 - present
2011 - present
2011 – 2014
2011 - 2012

Reviewer for <i>Social Welfare and Family Law</i>	2009
Reviewer for <i>Journal of General Internal Medicine</i>	2007
Reviewer for <i>Journal of Health and Social Policy</i>	2006
Reviewer for <i>Research on Social Work Practice</i>	2005
Reviewer for <i>Journal for Social Service Research</i>	2003, 2005
Reviewer for <i>Medical Care</i>	2002, 2003, 2004
Reviewer for <i>Social Work and Healthcare</i>	1999
Book review for <i>Administration in Social Work</i>	December 2000

Other Professional Service

Abstract reviewer for Society for Social Work and Research	
Nineteenth Annual Meeting	June 2014
Eighteenth Annual Meeting	June 2013
Seventeenth Annual Meeting	June 2012
Sixteenth Annual Meeting	June 2011
Fifteenth Annual Meeting	June 2010
Fourteenth Annual Meeting	June 2009
Thirteenth Annual Meeting	June 2008
Program Chair, American Public Health Association	November 2003 – January 2005
Social Work Section	
Co-Chair, Government Relations and Advocacy Committee	September 2003 - August 2004
National Association of Social Workers	
New York, State Chapter	
Chair, Political Action Committee	February 2001 - January 2003
National Association of Social Workers	
New York, State Chapter	
Abstract reviewer for American Public Health Association	
Social Work Section, 133 rd Annual Meeting	April 2005
Social Work Section, 132 nd Annual Meeting	April 2004
Social Work Section, 131 st Annual Meeting	May 2003
Social Work Section, 130 th Annual Meeting	May 2002
Social Work Section, 129 th Annual Meeting	May 2001
Session Chairperson, Council on Social Work Education	March 13, 1999
45 th Annual Conference	
Provided Testimony to New York State Senate, “Denial of	June 7, 2001
Health Care Coverage” Representing National	
Association of Social Workers New York State Chapter	
to Democratic Task Force on Consumer Health Issues	
Member, Steering Committee	1996-1997
National Association of Social Workers	
Houston Chapter	

Chairperson, Committee on Aging
National Association of Social Workers
Houston Chapter

1996-1997

Community Professional Service

Doctoral Curriculum Revision Consultation to Smith College School of Social Work,
Northampton, MA, 2017 to present.

Secretary, Town of Palatine, NY Comprehensive Plan Steering Committee, 2017 to present.

Secretary, Town of Palatine, NY Planning Board, 2016 to present.

Facilitate Strategic Planning for New York Society of Addiction Medicine, December 2013.
Ongoing consultation re: Strategic Plan to 2015.

Management Consultation to Schoharie County, NY Child Welfare Unit. Facilitate team building
and management systems improvements for the Child Welfare Services Management Team.
August 2012 – 2014.

Facilitate Strategic Planning for Alcoholism and Substance Abuse Providers of New York State,
Inc. January 2012.

Facilitate Design Team to develop employee competencies and implement recruitment system.
Elmcrest Children's Center, Syracuse, NY. April 2012 – February 2013.

Facilitate Design Team to create and implement agency specific leadership training. Children's
Home of Jefferson County, Watertown, NY. March 2012 – April 2013.

Facilitate Design Team to implement evidenced-based practice across multiple agency partners
and design outcome measurement system. Salvation Army Professional and Community
Services, Syracuse, NY. April 2011 – July 2012.

Facilitate Design Team to develop the infrastructure for implementing, training and
disseminating agency specific evidenced-based practice outcome system. LaSalle School,
Albany, NY. March 2010 – August 2011

Conduct agency-wide staff survey and facilitate all staff meeting to identify 'next steps' based on
report findings for Seneca County, NY Youth and Family Services (DCYF) Division. December
2010 – June 2011.

Facilitate Strategic Planning for Mission Accomplished, a NY youth serving not-for-profit organization. December 2011.

Management Consultation to Schoharie County, NY Employment Unit. Team building with supervisors and staff. October 2010 – April 2011.

Conduct agency-wide staff survey and facilitate all staff meeting to identify ‘next steps’ based on report findings for Albany County, NY Youth and Family Services (DCYF) Division. May 2010 – October 2010.

Management Consultation to Tioga County, NY Child Welfare Services. Design Team building with Commissioner, Deputy Commissioner, Supervisors and Caseworkers. August 2008 – September 2009.

Management Consultation to Otsego County, NY Child Welfare Unit. Team building with supervisors and Director of Services, supervision of caseworkers, management planning and implementation. May 2005 – September 2007.

Management Consultation to Schoharie County, NY Child Welfare Unit. Team building with supervisors and Director of Services, facilitate workgroups, management planning and implementation. May 2005 – September 2007.

Co-Authoring successful 5-year grant from U.S. Department of Justice for Albany, NY Weed & Seed continued funding, a not-for-profit community-based agency serving residents of South End of Albany, NY. June 2004.

Management Consultation to Albany Weed & Seed, Albany, NY. Not-for-profit community agency. Consultations include management systems implementation, development of a database system, program evaluation, and grant writing. December 2001 – 2005.

Secretary, Board of Directors, Hudson Alliance Corporation, NY. Not-for-profit multiple group practice association of mental health agencies. January 2003 - June 2004.

Member, Board of Directors Hudson Alliance Corporation, Albany, NY. Not-for-profit multiple group practice association of mental health agencies. November 2000 - June 2004.

Member, Allocations Committee & Conducted Grant Writing seminars, United Way of Northeastern New York. November 2000 - February 2001, November 2001 - February 2002, & November 2002 - February 2003.

Management Consultation to Project Independence. Albany, NY, Not-for-profit community agency. January 2000 - December 2001.

Management Consultation & Conducted needs assessment focus groups for Equinox, Albany, NY. Not-for-profit community agency. October 2000 - June 2001 & June 2004 - August 2004.

Supervision Consultation to Life Institute, Veterans Affairs Health Center, Albany, NY. November 2000 – March 2001.

Research Consultation to United Healthcare of Chicago, IL. Diabetes Disease Management Program. March 20-22, 2000.

PROFESSIONAL AFFILIATIONS

Society for Social Work Research (SSWR)
The Network for Social Work Management

Professional Credentials And Licenses

Licensed Master Social Worker-Advanced Clinical Practitioner (LMSW-ACP), Emeritus, State of Texas.