

Erica L. Lizano, Ph.D., MSW, MPA
California State University, Fullerton
 elizano@fullerton.edu

EDUCATION

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|------|---------|---|
| 2014 | Ph.D. | University of Southern California (USC), <i>Social Work</i> |
| 2007 | MSW/MPA | USC, <i>Social Work/Public Administration</i> |
| 2005 | BA | California State University Fullerton, <i>Sociology (minor: Human Services)</i> , magna cum laude |

FIELDS/AREAS OF RESEARCH

Workforce management, administration, and performance in child welfare and human service organizations; Diversity and inclusion practices in organizations; Policy and program evaluation; Organizational implementation of evidence-based and culturally and linguistically sensitive/appropriate practices

ACADEMIC POSITIONS

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| 2019 - present | Assistant Professor , California State University, Fullerton (CSUF), Department of Social Work |
| 2014 - 2019 | Assistant Professor , California State University, San Bernardino (CSUSB), School of Social Work, Macro Social Work Practice Faculty |
| 2014- 2016 | Research Fellow , USC Edward R. Roybal Institute on Aging, Patient-Centered Outcomes Research Institute (PCORI), <i>Programa Esperanza</i> (Project Hope) |
| 2013 – 2014 | Research Fellow , Catalyst Inc., Research Center for Corporate Practice, Corporate Landscape in Mexico: Understanding Approaches to Talent Management and Women’s Inclusion Project |

TEACHING EXPERIENCE

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| Spring 2020, 2021 | MSW 564: Macro Social Work in Communities and Organizations CSUF, Department of Social Work. Course focus: Community assessment, program planning, leadership, management, supervision, budgeting/finance, and grant writing. |
| Spring 2021 | MSW 597: Master’s Project II CSUF, Department of Social Work. Course focus: Culmination of master of social work capstone project including developing and implementing analysis plan, reporting results, discussion/conclusion, and the presentation of the final completed project in a public forum. |
| Fall 2019, 2020 | MSW 522: Policy and Social Work in Child Welfare |

- Spring 2021 CSUF, Department of Social Work. Course focus: Policy analysis and policy advocacy practice within child welfare.
- Fall 2019, 2020 **MSW 596: Master's Project Development**
CSUF, Department of Social Work. Course focus: Development of master of social work capstone project's research question/hypothesis, identifying and securing a dataset, review of literature, and methodology.
- Spring 2019 **Social Work 660: Advanced Practice Integrative Seminar**, CSUSB, School of Social Work. Course focus: Integration of content learned in the micro and macro social work sequence through the use of case studies and a seminar model of learning.
- Fall, 2014, 2015
2016, 2017 **Social Work 606A: Social Work Foundation Macro Practice**, CSUSB, School of Social Work. Course focus: social welfare/social work history, social welfare/social work sectors (e.g. child welfare, mental health, health, forensic), macro social work practice arenas (e.g. community organization practice, policy advocacy, organizations/management, social action/social movements)
- Winter, 2015, 2016
2017 **Social Work 606B: Social Work Foundation Macro Practice II** (MSW Course), CSUSB, School of Social Work. Course focus: Community organization practice, policy analysis, policy advocacy practice.
- Spring, 2015, 2016,
2017, 2018, 2019 **Social Work 606C: Social Work Foundation Macro Practice III** (MSW Course), CSUSB, School of Social Work. Course focus: Community organization practice, policy analysis, policy advocacy practice (*continued.*)
- Winter, 2015, 2016,
Spring 2015, 2016,
2017, 2019 **Social Work 625A: Research Project I (Independent studies)**:CSUSB, School of Social Work. Course focus: MSW student research project supervision.
- Spring, 2015, 2016,
2017, 2018, 2019 **Social Work 625B: Research Project II (Independent studies)**: CSUSB, School of Social Work. Course focus: MSW student research project supervision.
- Fall, 2013 **Social Work 760L: Introduction to Social Work Statistics Lab** (Ph.D. Course), USC, School of Social Work (course taught with a co-instructor).
- Spring, 2013 **Social Work 761L: Multiple Regression in Social Work Research Lab** (Ph.D. Course), USC, School of Social Work (course taught with a co-instructor).
- Spring, 2012 **SOWK 665: Program Development and Grant Writing for Social Workers** , USC, School of Social Work.

Fall, 2011 **SOWK 648: Management for Community and Social Services**, USC, School of Social Work.

FUNDED RESEARCH

2020-2021 **CSUF Junior/Senior Intramural Grant:** Building a Healthier and More Stable Human Service Workforce: Examining Work Engagement's Correlates among Social Workers in the U.S. (*competitive application*; \$4897)

2015 **Principal Investigator:** Professors Across Borders (PAB) Travel Grant Award, CSUSB Center for International Studies: Job burnout and worker well-being among Salvadoran social workers: A cross-sectional study (*competitive application*; \$1725)

RESEARCH EXPERIENCE

2008- 2014 **Research Assistant/Project Coordinator**, Cross-cultural and Lean manufacturing intervention study (Study Location: Puebla, Mexico), *University of Southern California*, School of Social Work. Principal Investigator: Michalle Mor Barak.

2008- 2014 **Research Project Coordinator**, USC Center on Child Welfare, *University of Southern California*, School of Social Work. Principal Investigator: Michalle Mor Barak.

Summer 2009, 2011, 2012 **Research Assistant**, Enhanced Adult Day Health Care Geriatric Study, *University of Southern California*, School of Social Work. Principal Investigator: Maria Aranda.

2006-2007 **Clinical Research Assistant**, Multifaceted Diabetes and Depression Project Qualitative Supplement Study, *University of Southern California*, School of Social Work. Principal Investigator: Leopoldo Cabassa.

PROFESSIONAL EXPERIENCE

2018-Present **Research Consultant**, National Child Welfare Workforce Institute, (NCWWI,) Work collaboratively with NCWWI research and evaluation team on publications and conceptualizing organizational assessments for public child welfare agencies.

2017-2018 **Program Evaluation Consultant**, *CAST LA (Los Angeles, CA)*, Assisted with the development of an annual performance report, helped develop data gathering structures for front-line staff.

2018 **Organizational Assessment Consultant**, *Didi Hirsch Mental Health Services (Culver City, CA)*, Primary role included assisting the Research

Department staff with the development of an organizational assessment tool focused on worker well-being, turnover, and performance.

- 5/2007-8/2008 **Children's Health Outreach Initiative (CHOI) Program Coordinator/Family Preservation Program Clinician**, *Human Services Association (Bell Gardens, CA)*, Family Services Department. Primary role included program coordinator/manager responsibilities in CHOI program. Carried a small caseload (3-5 clients) of Family Preservation Program clients for the purposes of gaining clinical experience.
- 2006- 2007 **Master of Social Work / Public Administration Intern**, *L.A. County Department of Mental Health*, Office of the Medical Director
- Summer 2006 **Family Preservation Program IHOC (In-Home Outreach Counselor)**, *Human Services Association (Bell Gardens, CA)*, Family Services Department
- 2005-2006 **Master of Social Work Intern**, Family Preservation Program, *Human Services Association (Bell Gardens, CA)*, Family Services Department

SCHOLARLY PUBLICATIONS

Refereed Journal Publications

- Lizano, E. L.**, He, A., & Leake, R. (2021). Caring for our child welfare workforce: A holistic framework of worker well-being. *Human Service Organizations: Management, Leadership & Governance*, 1-12. <https://doi.org/10.1080/23303131.2021.1932658>
- Lizano, E. L.** (2021). Work engagement and its relationship with personal well-Being: A cross-sectional exploratory study of human service workers. *Human Service Organizations: Management, Leadership & Governance*, 1-11. <https://doi.org/10.1080/23303131.2021.1898071>
- He, A. S., **Lizano, E. L.**, & Stahlschmidt, M. J. (2020). When doing the right thing feels wrong: Moral distress among child welfare caseworkers. *Children and Youth Services Review*, 122, 1-9. <https://doi.org/10.1016/j.chilyouth.2020.105914>
- Lizano, E.L.** (2020). The impact of work-family conflict on psychological well-being: A cross-sectional study of Salvadoran social workers. *Journal of Ethnic & Cultural Diversity in Social Work*, 1-11. <https://doi.org/10.1080/15313204.2020.1827333>
- Phillips, J.D., **Lizano, E.L.**, He, A.S., & Leake, R. (2020). Factors associated with caseworker burnout in child welfare: Does tenure matter? *Journal of the Society for Social Work Research*, 11, 261-283. doi: 10.1086/709673

- Barragán, A., Yamada A., Gilreath, T., & **Lizano, E.L.** (2020). Protective and risk factors associated with comorbid mental health problems and psychological distress in Latino subgroups. *Journal of Human Behavior in the Social Environment*, 30(5), 635-648. <https://doi.org/10.1080/10911359.2020.1734515>
- Lizano, E.L.**, Godoy, A. J., & Allen, N. (2019). Spirituality and worker well-being: Examining the relationship between spirituality, job burnout, and work engagement. *Journal of Religion & Spirituality in Social Work: Social Thought*, 1-20. <https://doi.org/10.1080/15426432.2019.1577787>
- He, A. S., Phillips, J. D., **Lizano, E. L.**, Rienks, S., & Leake, R. (2018). Examining internal and external job resources in child welfare: Protecting against caseworker burnout. *Child Abuse & Neglect*, 81, 48-59. <https://doi.org/10.1016/j.chiabu.2018.04.013>
- Lizano, E. L.**, & Sapozhnikov, B. L. (2016). Exploring the meaning of job burnout beyond the Western context: A study of Salvadoran social workers. *International Social Work*, 1-10. <https://doi.org/10.1177/0020872816676884>
- Mor Barak, M. E., **Lizano, E. L.**, Kim, A., Duan, L., Rhee, M. K., Hsiao, H. Y., & Brimhall, K. C. (2016). The promise of diversity management for climate of inclusion: A state-of-the-art review and meta-analysis. *Human Service Organizations: Management, Leadership & Governance*, 40(4), 305-333. (Awarded the Mary Parker Follette Theory-informed Research Award by the journal of *Human Service Organizations: Management, Leadership, & Governance*). <https://doi.org/10.1080/23303131.2016.1138915>
- Travis, D., **Lizano, E. L.**, & Mor Barak, M. E. (2016). 'I'm so stressed': A longitudinal model of stress-related determinants of employee engagement. *The British Journal of Social Work*, 46(4), 1076-1095. <https://doi.org/10.1093/bjsw/bct205>
- Lizano, E. L.** (2015). Examining the impact of job burnout on the health and well-being of human service workers: A systematic review and synthesis. *Human Service Organizations: Management, Leadership, & Governance*, 39(3), 167-181. (Awarded the Burt Gummer Award Literature-informed Research Award by the journal of *Human Service Organizations: Management, Leadership, & Governance*). <https://doi.org/10.1080/23303131.2015.1014122>
- Lizano, E. L.**, & Barak, M. M. (2015). Job burnout and affective wellbeing: A longitudinal study of burnout and job satisfaction among public child welfare workers. *Children and Youth Services Review*, 55, 18-28. <https://doi.org/10.1016/j.childyouth.2015.05.005>
- Levine, B., Land, H., & **Lizano, E. L.** (2015). Exploring dance/movement therapy to treat women with posttraumatic stress disorder. *Critical Social Work*, 16(1), 40-57. <https://doi.org/10.22329/csw.v16i1.5915>

Brimhall, K. C., Mor Barak, M. E., & **Lizano, E. L.** (2014). The mediating role of inclusion: A longitudinal study of leader-member exchange and diversity climate on job satisfaction and intention to leave among child welfare workers. *Children and Youth Services Review*, *40*, 79-88.

<https://doi.org/10.1016/j.childyouth.2014.03.003>

Lizano, E. L., Hsiao, H., & Casper, L., Mor Barak, M. E. (2014). Support in the workplace: Buffering the deleterious effects of work family conflict on child welfare workers job burnout and well-being. *Journal of Social Service Research*, *40*(2), 178-188.

<https://doi.org/10.1080/01488376.2013.875093>

Guerrero, G., Pan, K.B., Curtis, A. & **Lizano, E.L.** (2011). Availability of substance abuse treatment services in Spanish: A GIS Analysis of Latino communities in Los Angeles County, California. *Substance Abuse Treatment, Prevention, and Policy*, *6*(21), 1-8.

<https://doi.org/10.1186/1747-597X-6-21>

Lizano, E. L., & Mor Barak, M. E. (2012). Workplace demands and resources as antecedents of job burnout among public child welfare workers: A longitudinal study. *Children and Youth Services Review*, *34* (9), 1769 – 1776.

<https://doi.org/10.1016/j.childyouth.2012.02.006>

Under Review

Pasquarella, F. J., Lizano, E. L., Lee, S., & De La Paz, D. (Under Review). Engaged and intending to stay: An examination of work engagement's antecedents and consequences in a sample of U.S. community mental health workers. Submitted to: *Health & Social Care in the Community*.

Stahlschmidt, M.J., He, A., & **Lizano, E. L.** (Under Review). A dynamic theory of moral distress among child welfare workers. Submitted to: *The British Journal of Social Work*.

In Progress

Lizano, E. L. & He, A. Inclusive Work Environments as a Pathway to an Engaged Child Welfare Workforce that Intends to Stay. *Target journal: Children and Youth Service Review*.

Book Chapters/ Non-Refereed Publications/Reports

Diaz, A., Lumpkin, C., **Lizano, E. L.** (2018). *Practice implications for commercially sex trafficked youth: Trends in engagement and outcomes*. Los Angeles, CA: Coalition to Abolish Slavery & Trafficking.

Pollack, A., Travis, D. J., & **Lizano, E. L.** (2014). *Corporate landscape in Mexico: Understanding approaches to talent management and women's inclusion* (Catalyst Publication Code: D125). New York, NY: Catalyst, Inc.

Jansson, B. & **Lizano, E.L.** (2011). Using policy advocacy to embed advocacy in health-care organizations. In B. Jansson, *Advocacy for better health care: Linking evidence-based medicine and ethics with case and policy advocacy* (p. 391-420). San Francisco, CA: Wiley and Sons.

Mor Barak, M.E., & **Lizano, E.L.** (2010). *Managing diversity toward a globally inclusive workplace: Instructors manual* (2nd ed.). Thousand Oaks, CA: Sage Publication Inc.

PRESENTATIONS

Refereed Presentations

Lizano, E. L., He, A., & Rienks, S. (2021, January). *A multi-dimensional well-being framework for the child welfare workforce*. Poster presented at the Society for Social Work and Research, Virtual Conference.

Thorpe-Moscon, J. S., Travis, D., **Lizano, E.L.**, Daniels, S., Erskine, S. E. (2020, June 16 – 30). Talent retention in the future of work: How inclusion of people of color is key [Panel Discussion]. Society for Industrial and Organizational Psychology, Austin, TX, United States. <https://www.siop.org/Annual-Conference>

Nugent, J. S., **Lizano, E. L.**, Burris, E. R., Shaffer, E., (2020, June 16 – 30). Bolstering inclusion: Why difficult conversations and storytelling matter [Panel Discussion]. Society for Industrial and Organizational Psychology, Austin, TX, United States. <https://www.siop.org/Annual-Conference>

Phillips, J., **Lizano, E. L.**, He, A. (2020). *Variation in the factors associated with caseworker burnout: The effects of tenure*. Paper presented at the Society for Social Work and Research, Washington D.C.

Lizano, E. L. (2018, January). *Employee engagement and its benefits to the personal well-being of human service workers: An examination of job burnout's antipode*. Paper presented at the Society for Social Work and Research, Washington D.C.

Phillips, J., He, A., **Lizano, E. L.**, Rienks, S., & Leake, R. (2018, January). *Improving workplace experiences of public child welfare workers: The benefits of resources within and outside child welfare agencies*. Poster presented at the Society for Social Work and Research, Washington DC.

Lizano, E.L., Funn, N., & Jones, A. (February, 2017). *Burnout: Measurement, consequences, and recommendations*. Paper presented at the Department of State Hospitals-Patton Forensic Mental Health conference, Patton, CA.

Lizano, E. L., (2016, January). *Job burnout and psychological well-being among human*

- service workers: A systematic review of literature*. Paper presented at the Society for Social Work and Research conference, Washington D.C.
- Lizano, E. L.,** & Mor Barak, M. E. (2015, January). *Job burnout and affective well-being: A longitudinal study of burnout and job satisfaction among public child welfare workers*. Poster presented at the Society for Social Work and Research conference, New Orleans, LA.
- Lizano, E. L.,** Travis, D., & Pollack, A. (2015, January). *Developing an engaged and innovative workforce: The vital role of organizational support for wellness and inclusion across cultural contexts*. Poster presented at the Society for Social Work and Research conference, New Orleans, LA.
- Barrera, J., Holloway, I., **Lizano, E. L.,** & Palinkas, L. (2015, January). *The roles of education, socioeconomic status, clinic payment method and acculturation in the health of Latino Primary Care Patients*. Paper presented at the Society for Social Work and Research conference, New Orleans, LA.
- Brimhall, K. C., **Lizano, E. L.,** & Mor Barak, M. E. (2014, January). *The mediating role of inclusion in the context of organizational diversity: A longitudinal study of leader-member exchange and diversity climate on job satisfaction and intention to leave among child welfare workers*. Paper presented at the Society for Social Work and Research conference, San Antonio, TX.
- Mor Barak, M. E., **Lizano, E. L.,** Kim, A., Duan, L., Rhee, M., Hsiao, H. Y., & Brimhall, K. C., & (2014, January). *A meta-analysis of beneficial and detrimental outcomes of organizational diversity and climate of inclusion in human service organizations*. Paper presented at the Society for Social Work and Research conference, San Antonio, TX.
- Lizano, E. L.,** Travis, D., Mor Barak, M. E. *Why am I zoning out? A longitudinal model of the stress-related determinants of employee disengagement*. Paper presented at the Society for Social Work and Research conference, San Diego, CA.
- Hsiao, H., **Lizano, E. L.,** & Mor Barak, M. E. *Latent difference score approach to longitudinal work-family conflict and mental health research on child welfare workers*. Paper presented at the Society for Social Work and Research conference, San Diego, CA.
- Lizano, E.L.,** Kim, A. Mor Barak, M.E., (2011, October). *Job demands and resources: Examining burnout among public child welfare workers*. Paper presented at the Council on Social Work Education (CSWE) conference, Atlanta, GA.
- Mor Barak, M.E., **Lizano, E.L.,** & Kim, A. (2011, January). *Improving workplace conditions for Mexican workers in a transnational garment sweatshop: Cross-cultural and lean innovation training as interventions*. Paper presented at the Society for Social Work and Research conference, Tampa, FL.

Guerrero, E., **Lizano**, & Pan, K. (2011, January). *Meeting the linguistic service needs of Latinos in substance abuse treatment*. Paper presented at the Society for Social Work and Research conference, Tampa, FL.

Levine, B. , & **Lizano, E.** (2010, June). *Implications of evidence-based practice trainings for the social work workforce*. Paper presented at the World Conference on Social Work and Social Development, Hong Kong, China.

Mor Barak, M.E., Kim, A., & **Lizano, E.L.** (2010, January). *Protective and risk factors as predictors of organizational commitment among social workers in public child welfare*. Paper presented at the Society for Social Work and Research conference, San Francisco, CA.

Trainings/Invited Talks

Lizano, E. L. (2020 and 2019, June). *Representation matters: Occupying spaces within the health setting*. Presented to students at the Allied Health Academy - Health Careers Opportunity Program, CSUF.

Lizano, E. L. (2018, May). *Employee engagement and its benefits to the personal well-being of human service workers: An examination of job burnout's antipode*. Presented at the Inaugural Junior Faculty Research Symposium, College of Social and Behavioral Sciences, CSUSB.

Lizano, E. L. & Lanesskog, D. (2017, August). *An overview of macro social work curriculum at CSUSB's School of Social Work*. Presented at the 5th Annual California State University, San Bernardino, Field Instructor Training.

Lizano, E. L. (2017, April). *Exploring the meaning of job burnout beyond the western context: A study of Salvadoran social workers*. Presented at the Latin American Studies Conference: Study of the Americas, San Bernardino, CA.

Lizano, E. L. (2016, August). *Challenge of field instruction with workload stress: Job burnout and psychological well-being research*. Presented at the 4th Annual California State University, San Bernardino, Field Instructor Training.

HONORS AND AWARDS

2017 **Mary Parker Follette Article Award (Theory-informed Research)**, Human Service Organizations: Management, Leadership & Governance journal (article: *The promise of diversity management for climate of inclusion: A state-of-the-art review and meta-analysis*).

2016 **Burt Gummer Article Award (Literature-Informed Research)**, Human Service Organizations: Management, Leadership & Governance journal (article: *Examining the impact of job burnout on the health and well-being of human service workers: A systematic review and synthesis*).

- 2016 **Most Outstanding Faculty**, CSU San Bernardino, School of Social Work, Social Work Student Association
- 2015 **Most Inspiring Professor Award**, CSU San Bernardino, School of Social Work, Social Work Student Association

SERVICE

Department

- 2020-
Present **Diversity and Equity Committee**, California State University, Fullerton
(*Co-chair*)
- 2019-
Present **MSW Student Academic Advisor**, Serve as academic advisor to 15 MSW students California State University, Fullerton (2019-2020 AY; Fall 2020 Semester)
- Department Curriculum Committee**, California State University, Fullerton
- International Social Work Committee**, California State University, Fullerton
- Graduation Planning Committee**, California State University, Fullerton
- 2014-19 **Macro Practice Curriculum Committee**, CSUSB School of Social Work
(*Committee Chair*: Fall 2015-Spring 2018)
- 2014-19 **Diversity, Human Rights, Social and Economic Justice Committee**,
(*Committee Chair*: 2015-2016 AY), CSUSB School of Social Work
- 2016-19 **School of Social Work Q2S (Quarter to Semesters) Curriculum Transformation Committee**, CSUSB School of Social Work
- 2017-19 **MSW Admissions Committee**, CSUSB School of Social Work
- 2015-19 **Faculty Advisor**, Student Association for Macro Practice (StAMP), CSUSB School of Social Work, CSUSB School of Social Work
- 2014 –19 **MSW Student Academic Advisor**, Serve as academic advisor to 22 – 25 MSW students per academic year, CSUSB School of Social Work

College/University

- 2020-
2021 **Pa'lante Fellowship Program Faculty Mentor**, Serve as a mentor to graduate student fellows in CHHD

- 2020 **HHD Jr/Sr Intramural Grant Review Committee Representative** for the Department of Social Work during (AY 2020-2021)
- 2019-2020 **Member of Dissertation Committee for Diana Flores**, E.d.D., Doctorate of Education in Educational Leadership Program (*P – 12 Leadership*), College of Education California State University Fullerton
- 2018 **CSUSB Women of Color in Academia**, Founding member and leader
- 2018 **Faculty Judge**, Meeting of the Minds Student Research Symposium, California State University, San Bernardino
- 2018 **Chancellor’s Doctoral Incentive Program Selection Committee (Sally Casanova Program)**, California State University, San Bernardino, College of Social and Behavioral Sciences
- 2018 **Faculty Judge**, College of Social and Behavioral Sciences Writing Symposium, California State University, San Bernardino
- 2017-2018 **Office of Student Research Awards Selection Committee- Faculty Funds**, California State University, San Bernardino, College of Social and Behavioral Sciences
- 2016 **Faculty Liaison/Chaperone**, Panama Volunteer and Cultural Immersion Trip, California State University, San Bernardino, School of Social Work
- 2014-2017 **Spanish for Healthcare Professions Certificate Program Inter-disciplinary/Inter-University Steering Committee (CSUSB/CSU Sacramento)**, Faculty Fellow

Community

- 2008- Present **Salvadoran American Leadership and Educational Fund (SALEF)**
 2017 – Present Member of the Board of Directors, Secretary
 2009 – 2017 Scholarship Committee Member
 2008 – 2009 Volunteer “Mi Futuro” (*My future*) Program mentor

Professional Service

- January 2020 **Conference Session Moderator**, Society for Social Work and Research, Washington D.C.

Editorial Board Service

- 2021 **Editorial Board Member**, Journal of Public Child Welfare

Manuscript Reviewer

- 2014 – Present 15 manuscripts Children and Youth Services Review

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| 7 manuscripts | Human Service Organizations: Management, Leadership, & Governance |
| 2 manuscripts | Child Welfare |
| 1 manuscript | International Journal of Human Resource Management |
| 1 manuscript | Global Journal of Health Science |
| 1 manuscript | Social Work in Health Care |
| 1 manuscript | Nursing and Health Sciences |
| 1 manuscript | Anxiety, Stress, & Coping |
| 1 manuscript | International Social Work |
| 1 manuscript | International Journal of Nursing Practice |