

CURRICULUM VITAE

FARIDA KASSIM EJAZ, Ph.D., LISW-S

OFFICE ADDRESS:

Margaret Blenkner Research Institute
Benjamin Rose Institute
11900 Fairhill Road, Suite 300
Cleveland, OH 44120-1053
Phone: (216) 373-1660
Fax: (216) 373-1813

EDUCATION

- 1988 Ph.D. - Social Welfare - Case Western Reserve University, Cleveland, Ohio.
Dissertation Title: The Influence of Culture on Casework Practice in India: A Study of
Social Workers' Perception in Bombay.
- 1979 M.A. - Social Welfare (equivalent to U.S. accredited M.S.W. program).
Specialization in Family and Child Welfare.
Tata Institute of Social Sciences, Bombay, India.
Thesis Title: Education of Muslim Women in Bombay, India.
- 1977 B.A. - English Honors- Loreto College, Calcutta, India.

PROFESSIONAL LICENSE

1990 - Present Licensed Independent Social Worker –Supervisor.

WORK EXPERIENCE

7/04 – Present Margaret Blenkner Research Institute, Benjamin Rose Institute, Cleveland, Ohio.
Senior Research Scientist II

8/98 – 6/04 *Senior Research Associate*

8/94 - 7/98 *Research Associate*

Write and coordinate grant proposals in long-term care; hire, train and supervise staff on projects, conduct interviewer training for various projects, work with different community sites/liasons on projects, participate in departmental planning, and interface with various divisions of Benjamin Rose Institute, past chair of Ethics Committee, and past Co-Chair, Cultural Diversity Committee. Mentor university students (Cleveland State University: Social Work & Sociology; University of Akron: Sociology; Miami University: Gerontology; Case Western Reserve University: Social Work). Work with universities, agencies and other professional organizations to create research, practice and policy partnerships in the fields of gerontology and national and international social work. Helped establish the Gerontology Training Program for the Council of International Programs and mentored the first

WORK EXPERIENCE (cont'd)

- international trainee in 2006. Faculty Advisor, India Study Abroad Program, Case Western Reserve University and University of Southern Illinois, 12/07 through 1/08.
- 2009 - Adjunct Faculty, Department of Health Sciences. Co-teaching class with Dr. Linda Noelker on Evidence-based Gerontological Services, Research, and Policy.
- 1988 - 1994
10/91 - 8/94
12/89 - 09/91
02/88 - 12/89
- The Research Institute, Menorah Park Center for the Aging, Cleveland, Ohio.*
Senior Research Associate
Acting Director
Research Associate
- Coordinate funded and un-funded grants (primary focus long-term care, applied research and program evaluation including annual family satisfaction studies); supervise staff; oversee data management and statistical analysis; member of administrative staff and Board committees (Research; Community and outreach services; Assisted living; and Professional Care). Organized the Nursing Home Research Interest Group (NHRIG), Cleveland, Ohio: a coalition of nursing homes in Cuyahoga County interested in participating, promoting, and conducting research in partnership with professional organizations engaged in research.
- 1/91 - 12/00
- Mandel School of Applied Social Sciences, Case Western Reserve University, Cleveland, Ohio.*
Adjunct Faculty
- Courses taught include regular and/or intensive semester classes: Introduction to Research and Research in Direct Practice at the Master's level. Supervised Master's level social work student interns. Teaching interests include research methods, long-term care, aging policy and practice, human development, direct practice (methods), cultural diversity and international social work.
- 10/83 - 12/86
- Cleveland Study of the Elderly, Department of Epidemiology and Biostatistics, Case Western Reserve University, Cleveland, Ohio.*
Research Assistant
- Interviewed elderly subjects (65 years and over); trained interviewers; wrote training manual; managed data and conducted statistical analysis.
- 12/79 - 07/82
- Indian Society for Sponsorship and Adoption, Calcutta, India.*
International Adoption Social Worker
- Coordinated all international adoption work for agency which included evaluating home studies sent from overseas; finding appropriate match for couple and child; securing abandonment papers through juvenile court and police; obtaining visas and arranging escort services.

FUNDED GRANTS

- 2/08 – 2/12
- Principal Evaluator: Promoting Retention and Career Advancement for Direct Care Workers using the REACH intervention. Funded by the Cleveland Foundation, McGregor Foundation, Community Foundation of Mahoning Valley, Humility of Mary Health Partners Development Foundation, Wean Foundation, Key Foundation

FUNDED GRANTS (cont'd)

- and Deaconess Community Foundation. Total: \$1,036,726 over three years.
Subcontract for evaluation: \$110,000.
- 7/07 – 6/10 Co-Investigator. Aging Strategic Alignment Project. Funded by the Administration on Aging as a cooperative agreement with the Benjamin Rose Institute. Total: \$899,915 over three years. (Award Number: 90AM3142/01).
- 7/07 – 12/07 Principal Evaluator. Frontline Worker Career Advancement in Cuyahoga County Nursing Homes. Funded by the McGregor Foundation. Subcontractor to Cuyahoga Community College, Cleveland, Ohio. Total: \$30,000; Subcontract for evaluation: \$30,000.
- 7/06 – 6/07 Co-Principal Investigator. Evaluation of Ohio's Assisted Living Medicaid Waiver Program. Funded by the Ohio Department of Aging. Subcontractor to the Scripps Gerontology Center, Miami University, Oxford, Ohio. Total: \$174,744; Subcontract: \$39,356.
- 4/06 – 3/07 Co-Principal Investigator. Implementing the nursing home family satisfaction survey. Funded by the Ohio Department of Aging. Subcontractor to the Scripps Gerontology Center, Miami University, Oxford, Ohio. Total: \$201,185. Sub-contract; \$24,412.
- 1/06 – 6/07 Co-Principal Investigator. Development and Testing the Ohio Residential Care Facility Resident Satisfaction Survey. Funded by the Ohio Department of Aging. Subcontractor to the Scripps Gerontology Center, Miami University, Oxford, Ohio. Total: \$112,811
Subcontract: \$13,508.
- 8/04 – 1/06 Consultant. Consumer Satisfaction in Rhode Island's Nursing Homes. Funded by the State of Rhode Island. Subcontractor to Vital Research, CA. Total: \$468,090.00.
Subcontract: \$16,000.
- 1/04 – 6/06 Principal Investigator. Better Education = Better Jobs: The Impact of Job Preparation, Ongoing Education and Training on Job Satisfaction and Commitment among Frontline Workers and their Supervisors. Funded by Atlantic Philanthropies and the Robert Wood Johnson Foundation through the Institute for the Future of Aging Services. Total: \$405,579. (Grant #: Robert Wood Johnson Foundation: 049220 and Atlantic Philanthropies: 12101)
- 5/03 – 06/06 Principal Investigator. Evaluating the Long-Term Care Workforce Initiative of the Senior Success Vision Council. Subcontractor to Office of Continuing Education, Center for Aging Initiatives, Cuyahoga Community College. Funded by the Community Vision Council. Total: \$442,446.00. Subcontract: \$162,500.
- 1/03 – 12/04 Principal Investigator. Using information on quality to improve nursing home care. Grant submitted with Scripps Gerontology Center, Miami University, Oxford, Ohio to The Commonwealth Fund's Picker/Commonwealth Program on Quality of Care for Frail Elders. Total: \$245,016. (Grant # 20020802).

FUNDED GRANTS (cont'd)

- 8/02 - 3/03 Co-Principal Investigator. Implementing the 2002 family member mailed survey for the Ohio Long Term Care Consumer Guide. Funded by Ohio Department of Aging. Subcontractor to the Scripps Gerontology Center, Miami University, Oxford, Ohio. Total: \$186,578. Subcontract: \$39,944.
- 7/01-12/01 Co-Principal Investigator. Implementing the 2001 family member mailed survey for the Ohio Long Term Care Consumer Guide. Funded by Ohio Department of Aging. Subcontractor to the Scripps Gerontology Center, Miami University, Oxford, Ohio. Total: \$112,612. Subcontract: \$15,096.
- 11/00 – 7/01 Co-Principal Investigator. Develop consumer satisfaction tools for the Ohio Long-Term Care Consumer Guide. Grant submitted with Scripps Gerontology Center, Miami University, Oxford, Ohio to Ohio Department of Aging. Total: \$316,087. Subcontract: \$148,150.
- 1/00 - 06/03 Principal Investigator. Consumer satisfaction in continuing care retirement communities. AARP Andrus Foundation. Total: \$100,000.
- 10/98 - 9/00 Co-Principal Investigator. Improving work settings and job outcomes for nursing assistants in skilled care facilities. The Cleveland Foundation. Total: \$150,000. (Grant #: Cleveland Foundation 980508 and Retirement Research Foundation 99-39)
- 10/97 - 06/99 Principal Evaluation Researcher. Development and dissemination of an elder abuse/domestic violence assessment tool. Ohio Department of Human Services. Total: \$81,000.
- 07/95 - 12/96 Principal Investigator. The Influence of religious and personal values on end-of-life decisions among institutionalized elderly. Funded by the Andrus Foundation. Total: \$75,000.
- 06/91 - 06/93 Principal Investigator. The effects of reducing physical restraints on nursing home residents. Funded by The Cleveland Foundation (Grant #91-487-64B). Total: \$116,500.
- 12/89 - 12/91 Co-Investigator. The effects of removing physical restraints from nursing home residents: A program and evaluation proposal. Funded by The Cleveland Foundation (Grant # 89-656-64R). Total: \$95,459.
- 12/90 - 12/91 Research Consultant. Geriatric assessment and planning. Awarded to Mt. Sinai Medical Center. Funded by The Cleveland Foundation (Grant # 90-560-64B) and the Cleveland Jewish Community Federation. Total: \$100,000.
- 1989 - 1991 Co-author. Operational expenses for the Applied Research Institute. Funded by Menorah Park Endowment Fund. Total: \$330,000.

PEER REVIEWED JOURNAL ARTICLES

Noelker, L.S., **Ejaz, F.K.**, Menne, H.L. & Bagaka's, J.G. (2009). Factors affecting frontline workers' satisfaction with supervision. Journal of Aging and Health, 21(1), 85-101.

Ejaz, F.K., Noelker, L.S., Menne, H.L., & Bagaka's, J.G. (2008). The impact of stress and support on direct care workers' job satisfaction. The Gerontologist, 48(Special Issue 1), 60-70.

Menne, H.L., **Ejaz, F.K.**, Noelker, L.S., & Jones, J.A. (2007). Direct care workers' recommendations for training and continuing education. *Training and education to address workforce recruitment and retention challenges in community-based and long-term care* (special issue). Gerontology and Geriatrics Education, 28(2), 91-108.

Ejaz, F.K., & Castle, N. (Eds.) (2007). Introduction: Resident Satisfaction with Long-Term Care Services. Journal of Aging and Social Policy, 19(2), 1-8.

Straker, J., **Ejaz, F.K.**, McCarthy, C.A., & Jones, J. (2007). Developing and testing a satisfaction survey for nursing home residents: The Ohio experience. In F. Ejaz, & N. Castle (Eds). Special issue on Consumer Satisfaction in Long-term Care. Journal of Aging and Social Policy, 19 (2), 83-106.

Noelker, L.S., **Ejaz, F.K.**, Menne, H.L., Jones, J. (2006). The impact of stress and support on nurse assistant satisfaction with supervision. Journal of Applied Gerontology, 25 (4), 307-323.

Ejaz, F.K., Straker, J., Fox, K., & Swami, S. (2003). Developing a satisfaction survey for families of Ohio's nursing home residents. The Gerontologist, 43 (4), 447-458.

Ejaz, F.K., Noelker, L.S., Schur, D., Whitlatch, C.J., & Looman, W.J. (2002). Family satisfaction with nursing home care for relatives with dementia. Journal of Applied Gerontology, 21(3), 368-384.

Bass, D.M., Anetzberger, G.A., **Ejaz, F.K.**, & Nagpaul, K. (2001). Screening tools and referral protocol for stopping abuse against older Ohioans; A guide for service providers, Journal of Elder Abuse & Neglect, 13(2), 23-38.

Ejaz, F.K., Bass, D.M., Anetzberger, G.A., & Nagpaul, K. (2001). Evaluating the Ohio elder abuse and domestic violence in late life screening tools and referral protocol, Journal of Elder Abuse & Neglect, 13(2), 39-58.

Whitlatch, C.J., Schur, D., Noelker, L.S., **Ejaz, F.K.**, & Looman, W.J. (2001). The stress process of family caregiving in institutional settings. The Gerontologist, 41 (4), 462-473.

Ejaz, F.K. (2000). The influence of religious and personal values on attitudes toward life-prolonging treatments in institutionalized elderly. Social Work in Health Care: 32 (2), 23-40.

Ejaz, F.K. (2000). Predictors of advance directives in institutionalized elderly. Journal of Gerontological Social Work, 33(4), 67-89.

PEER REVIEWED JOURNAL ARTICLES (cont'd)

Ejaz, F. K., Rose, M. S., Jones, J. A. (1998, January). Restraint removal and changes in social response among nursing home residents. Research on Social Work Practice, 8 (1), 47-62.

Looman, W.J., Noelker, L.S., Schur, D., Whitlatch, C.J., & **Ejaz, F.K.** (1997). Nursing assistants caring for dementia residents in nursing homes: The family's perspective on the high quality of care. American Journal of Alzheimer's Disease, September/October, 221-226.

Ejaz, F. K., Schur, D., & Noelker, L. S. (1997). The effect of activity involvement and social relationships on boredom among nursing home residents. Activities, Adaptation & Aging, 21(4).

Ejaz, F. K., Rose, M. S., & Jones, J. A. (1996). Changes in attitudes toward restraints among nursing home staff and residents' families following restraint reduction. Journal of Applied Gerontology, 15, (4), 443-449

Ejaz, F., Folmar, S., Kaufmann, M., Rose, M.S., & Goldman, B. (1994). Restraint Reduction: Can it be achieved? Gerontologist, 34 (5), 694-699.

Ejaz, F., Jones, J. & Rose, M. (1994). Falls among nursing home residents: An examination of incident reports before and after restraint reduction programs. Journal of the American Geriatrics Society, 42 (9), 960-964.

Ejaz, F. (1991). Self determination: Lessons to be learned from social work practice in India. British Journal of Social Work, 21, 127-142.

Ejaz, F. (1991). Social work education in India: Perceptions of social workers in Bombay. International Social Work, 34, 299-311.

Ejaz, F. (1990). The concept of familial duty in India: Implications for practice. Indian Journal of Social Work, LI(3), 437-445.

Ejaz, F. (1989). The influence of culture on casework practice in India: A study of social workers' perceptions in Bombay. International Journal of Social Work, 32(1), 25-38.

BOOKS, BOOK CHAPTERS, AND MISCELLEANOUS PUBLICATIONS

Ejaz, F.K. & Islambouli, R. (Winter 2008 – Spring 2009). Understanding Islamic beliefs and customs is key to serving Muslim older adults. Aging and Spirituality, Newsletter of the Forum on Spirituality and Aging. San Francisco: American Society on Aging.

Noelker, L.S., **Ejaz, F.K.**, & Menne, H.L. (2008). Knowledge as empowerment: Improving nursing assistants' education and training. In D.E. Yeatts, C.M. Cready, & L.S. Noelker (Eds.), Empowered Work Teams in Long-Term Care: Strategies for Improving Outcomes for Residents & Staff (pp. 105-117). Health Professions Press.

Ejaz, F. K. and Peters, B. (2007, June). Provider perspectives on how to effectively present information on quality. Nursing Homes.

BOOKS, BOOK CHAPTERS, AND MISCELLEANOUS PUBLICATIONS (cont'd)

Ejaz, F.K., Schur, D., & Fox, K. (2006). Resident satisfaction with independent living facilities in continuing care retirement communities. In S. Kunkel & V. Wellin (Eds.), Consumer voice and choice in long term care (pp. 167-180). New York, NY: Springer.

Noelker, L.S. & **Ejaz, F.K.** (2005). Training direct care workers for person-centered care. Public Policy & Aging Report, 15 (4).

Ejaz, F. K., and Schur, D. (2003). Understanding Consumer Satisfaction in Continuing Care Retirement Communities. Healthcare and Aging, 10 (3).

Cohen-Mansfield, J., **Ejaz, F.K.**, & Werner, P. (Eds.). (2000). Satisfaction surveys in long-term care. New York, NY: Springer.

Ejaz, F. K. (2000). An overview of the process of conducting consumer satisfaction surveys in nursing facilities. In J. Cohen-Mansfield, F.K. Ejaz, & P. Werner (Eds.), Satisfaction surveys in long-term care (pp. 137-165). New York, NY: Springer.

Ejaz, F.K., Anetzberger, G. A., & Kethley, A. (2000). Assessing consumer satisfaction with long-term care services. In L.S. Noelker, & Z. Harel (Eds). Linking quality of long-term care and quality of life (pp. 221-238). New York, NY: Springer.

Noelker, L.S., **Ejaz, F.K.**, & Schur, D. (2000). Prevalence and problems in use of satisfaction surveys: Results from research in Ohio nursing homes. In J. Cohen-Mansfield, F.K. Ejaz, & P. Werner (Eds.). Satisfaction surveys in long-term care (pp. 122-133). New York, NY: Springer.

Werner, P., **Ejaz, F.K.** & Cohen-Mansfield, J. (2000). Ethical issues in conducting customer satisfaction surveys in long-term care institutions. In J. Cohen-Mansfield, F.K. Ejaz, & P. Werner (Eds.). Satisfaction surveys in long-term care (pp. 244-254). New York, NY: Springer.

Schur, D., Noelker, L.S., Looman, W., Whitlatch, C.J., & **Ejaz, F.K.** (1998). Four steps to more committed nursing assistants. Balance, 32 (Jan/Feb).

Ejaz, F.K., & Rose, M.S. (1997). A stepwise approach to reducing physical restraints in nursing homes. Nursing Home Medicine, 5(2), 62-68.

UNPUBLISHED MANUSCRIPTS & REPORTS

Noelker, L., Browdie, R., **Ejaz, F.K.**, Castora, M., Brooks, S., & Irfan, U. (2009, June). The Aging Strategic Alignment Project: A Comparison of Home and Community Based Services in the United States. Final Report submitted to the Administration on Aging.

Applebaum, R., Wellin, V., Kart, C., Brown, J.S., Menne, H., **Ejaz, F.**, & Wilson, K.B. (2007). *Evaluation of Ohio's Assisted Living Medicaid Waiver Program*: Final Report. Submitted to the Ohio Department of Aging.

Menne, H.L. & **Ejaz, F.K.** (2007). *Evaluation of Ohio's Assisted Living Medicaid Waiver Program: Assessment and Service Plan Development Process*. Submitted to the Ohio Department of Aging.

UNPUBLISHED MANUSCRIPTS & REPORTS (cont'd)

Straker, J.K. & **Ejaz, F.K.** (2007). Implementation of the 2006 Ohio Nursing Home Family Satisfaction Survey. Final Report, submitted to the Ohio Department of Aging.

Straker, J.K., Leek, J.A., McGrew, K.B., **Ejaz, F.K.**, & Peters, B. (2007). Development and Testing of a Residential Satisfaction Survey for Ohio's Residential Care Facilities. Final Report, submitted to the Ohio Department of Aging.

Ejaz, F.K. & Noelker, L.S. (2006). Tailored and Ongoing Training Can Improve Job Satisfaction. Margaret Blenkner Research Institute, Benjamin Rose, Cleveland, OH. Executive Summary on the Better Jobs Better Care Initiative submitted to the Institute for the Future of Aging Services, AAHSA.

Ejaz, F.K., Bass, D.M., Peters, B.K., Looman, W.J., Rentsch, J., & Primetica, B. (2006). Long Term Care Workforce Initiative: Organizational Survey Report. Final report submitted to the Community Vision Council.

Ejaz, F.K., Straker, J.K., & Fox, K. (2005, June). Using Information on Quality to Improve Nursing Home Care. Final report submitted to The Commonwealth Fund.

Ejaz, F.K., Bass, D.M., Peters, B.K., Looman, W.J., Rentsch, J., & Lutian, K. (2005). Results from Sharing Solutions for Workforce Success: A Best Practices Forum. Report submitted to the Cuyahoga County Long-Term Care Workforce Initiative. Senior Success Vision Council.

Ejaz, F.K., Schur, D., Fox, K. (2003). Consumer Satisfaction in Continuing Care Retirement Communities. Final Report to the AARP Andrus Foundation.

Straker, J.K., Ehrichs, L., **Ejaz, F.K.**, Fox, K. (2003) Implementation of the 2002 Ohio Nursing Home Family Satisfaction Survey. Final Report submitted to The Ohio Department of Aging February 28, 2003.

Straker, J.K., Ehrichs, L., **Ejaz, F.K.**, Fox, K. (2002). Implementation of the 2001 Ohio Nursing Home Family Satisfaction Survey. Final Report submitted to The Ohio Department of Aging, January 9, 2002.

Straker, J.K. & **Ejaz, F.K.** (2001, July). Final report on survey development and testing of the resident satisfaction survey. Submitted to The Ohio Department of Aging.

Ejaz, F.K. & Straker, J.K. (2001, June). Pretesting The Resident And Family Satisfaction Instruments: (With A Focus On Pretesting The Family Survey). A Report Submitted To The Ohio Department Of Aging.

Nagpaul, K., **Ejaz, F.K.**, Schleicher, A., Alag, M. Wadhwa, B. Bafna, G, Baggett, S. (2001). Funeral planning and death rites. Honoring cultural and religious traditions: A Guide for Hindus, Muslims, Sikhs, Jains and Buddhists from the India Pakistan subcontinent. The Asian Committee of Benjamin Rose.

UNPUBLISHED MANUSCRIPTS & REPORTS (cont'd)

Noelker, L.S., & **Ejaz, F.K.** (2001). Improving work settings and job outcomes for nursing assistants in skilled care facilities. Final report submitted to The Cleveland Foundation and The Retirement Research Foundation.

Anetzberger, G.J., **Ejaz, F.K.**, Bass, D.M., Nagpaul, K. (1999). Abuse against older Ohioans in home and community based settings: Screening tools and referral protocol. Final report submitted to Ohio Department of Human Services.

Ejaz, F.K., Noelker, L.S., & McNutt, W. (1997, January). The influence of religious and personal values on end-of-life decisions among institutionalized elderly. Final report submitted to AARP Andrus Foundation.

SELECT PRESENTATIONS

Noelker, L., & **Ejaz, F. K.** (2009, March). Improving nurse supervisors' job satisfaction. Annual Meeting of the National Conference on Aging and the American Society on Aging, Las Vegas, NV.

Ejaz, F. K., Noelker, L., Browdie, R., & Castora, M. (2009, March). Comparisons of HCBS in 29 states. Annual Meeting of the National Conference on Aging and the American Society on Aging, Las Vegas, NV.

Noelker, L., **Ejaz, F. K.**, & Castora, M. (2008, November). Predictors of job satisfaction among nurse supervisors in long-term care. Presented at the annual meeting of the Gerontological Society of America, National Harbor, MD.

Ejaz, F. K., & Noelker, L. (2008, November). Predictors of job commitment among direct care workers in long-term care settings. Presented at the annual meeting of the Gerontological Society of America, National Harbor, MD.

Ejaz, F. K. (2008, November). Current aging policy and practice in relation to traditional family values & expectations of the elderly in India. Symposium presented at the annual meeting of the Gerontological Society of America, National Harbor, MD.

Noelker, L. S., **Ejaz, F. K.**, & Menne, H. L. (2007, November). Empowering Nursing Assistants By Improved Education and Training. Presented at the annual meeting of the Gerontological Society of America, San Francisco, CA.

Noelker, L. S., Menne, H. L., & **Ejaz, F. K.** (2007, November). Managers' Use of Electronic Personal Health records to Enhance Care for Mental Health Clients. Presented at the annual meeting of the Gerontological Society of America, San Francisco, CA.

Ejaz, F. K., & Noelker, L. S. (2007, November). Perceptions of Racism Among Direct Care Workers and Supervisors in Long-Term Care Settings. Presented at the annual meeting of the Gerontological Society of America, San Francisco, CA.

SELECT PRESENTATIONS (cont'd)

Ejaz, F.K., Menne, H.L., & Noelker, L.S. (2007, September). Direct care workers' recommendations for improving their education and training. Presented at the AOPHA 2007 Annual Conference and Trade Show, Columbus, OH.

Ejaz, F.K., & Noelker, L.S. (2007). Perceptions of Racism among direct care workers and supervisors in long-term care settings. Annual Meeting of the National Conference on Aging and the American Society on Aging, Chicago, Ill.

Straker, J. S., Bailer, A.J., M. Hughes, Noble, R., See, K. & **Ejaz, F.K.** (2007). What keeps the customer satisfied? Predictors of resident and family satisfaction in Ohio nursing homes. Annual Meeting of the National Conference on Aging and the American Society on Aging, Chicago, Ill.

Ejaz, F., Menne, H., & Noelker, L. (2007, March). What Differentiates Long-Term Care Organizations with and without Worker Recruitment and Retention Problems? Presented at the annual meeting of the American Society on Aging and the National Council on Aging, Chicago, IL.

Ejaz, F. K., & Noelker, L. S. (2006, November). Better Education = Better Jobs: The impact of job preparation, ongoing education and training on job satisfaction and commitment among direct care workers. In Symposium on Policy and Practice Implications of New Long-Term Workforce. Presented at the Annual Meeting of the American Association of Homes and Services for the Aging. San Francisco, CA.

Menne, H. L., Noelker, L. S., **Ejaz, F. K.**, & Fox K. M. (2006, November). The Importance of Organizational Practices and Personal Characteristics on Nursing Assistant Job Satisfaction. Presented at the Gerontological Society of America 59th Annual Scientific Meeting. Dallas, TX.

Ejaz, F. K., Noelker, L. S., Menne, H. L., & Fox K. M. (2006, November). Predictors of Nurse Assistant Satisfaction With Supervision. Presented at the Gerontological Society of America 59th Annual Scientific Meeting. Dallas, TX.

Noelker, L. S., **Ejaz, F. K.**, & Menne, H. L. (2006, November). Factors Differentiating Long-Term Care Providers With Worker Recruitment and Retention Problems. Presented at the Gerontological Society of America 59th Annual Scientific Meeting. Dallas, TX.

Straker, J., & **Ejaz, F. K.** (2006, November) What's Satisfaction Got To Do With It? The Relationship of Resident and Family Satisfaction to Other Measures of Facility Quality. Presented at the Gerontological Society of America 59th Annual Scientific Meeting. Dallas, TX.

Ejaz, F. K. (2006, November). How to respond to your satisfaction survey results. Teleconference presentation for Ohio KePro, Ohio's Quality Improvement Organization.

SELECT PRESENTATIONS (cont'd)

Noelker, L. S., **Ejaz, F. K.**, & Menne, H. (2006, March). Factors Related to Job Commitment Among Nursing Assistants in Nursing Homes. Presented at the annual meeting of the American Society on Aging 2006. Anaheim, CA.

Ejaz, F. K., Noelker, L. S., Menne, H., & Fox, K. (2006, September). The Impact of Job Preparation, Ongoing Education and Training on Job Satisfaction and Commitment Among Front-Line Workers and Their Supervisors. Presented at the Future of Aging Services Conference, American Association of Homes and Services for the Aging. Washington, D. C.

Ejaz, F. K., Bass, D. M., Peters, B., Looman, W., Rentsch, J., & Lutian, K. (2006, March). Survey of Direct Care Workforce Issues in Cuyahoga County. In symposium on Long-Term Care Workforce Investment: Building a Toolkit of Resources for Recruitment and Retention. Presented at the American Society on Aging Annual Meeting. Anaheim, CA.

Ejaz, F. K., Fox, K., Menne, H., & Noelker, L. S. (2006, March). Factors Affecting Nursing Assistants' Intent to Remain on the Job. Presented at the American Society on Aging Annual Meeting. Anaheim, CA.

Ejaz, F.K., Johnson, J., Yomoah, F. (2005, November). Quality of care information: What nursing home providers believe is important. Presented at the annual meeting of the Gerontological Society of America, Florida.

Ejaz, F.K., Noelker, L.S., Menne, H. & Fox, K. (2005, November). Predictors of nurse assistant satisfaction with supervision. In Symposium on New Research Findings on Improving the Retention of Direct-Care Workers and Reducing Staff Turnover: Practice and Policy Implications. Presented at the annual meeting of the Gerontological Society of America, Florida.

Noelker, L.S., **Ejaz, F.K.**, Berdes, C., Yeatts, D., Menne, H., & Parker, V. (2005, March). Empowering direct care workers in nursing homes. Symposium presented at the annual meeting of the American Society on Aging, Philadelphia, PA.

Noelker, L.S. & **Ejaz, F.K.** (2004, December). Building bridges to improve work settings for direct care workers and their supervisors. Presented at the Margaret Blenkner Research Institute's Community Forum, Cleveland, OH.

Ejaz, F.K., Jones J., Fox, K, McCarthy, C. & Straker, J. (2004, November). Testing the psychometric properties of a nursing home family satisfaction instrument. Presented at the annual meeting of the Gerontological Society of America, Washington, DC.

Noelker, L.S. & **Ejaz, F.K.** (2004, November). Worker empowerment: Overview of the concept and issues. Presented at the annual meeting of the Gerontological Society of America, Washington, DC.

Ejaz, F.K. & Straker, J. (2004, June). The impact of markets, information and regulation on NH quality. Presented at the Annual Research Meeting of AcademyHealth, San Diego, CA.

SELECT PRESENTATIONS (cont'd)

Ejaz, F.K., Jones, J., Fox, K., & McCarthy, C. (2004, April). Measuring family satisfaction with families of nursing home residents. Presented at the annual meeting of the American Society on Aging, San Francisco.

Noelker, L.S., & **Ejaz, F.K.** (2004, April). Better Jobs= Better Care: The impact of job preparation, ongoing education and training on job satisfaction and commitment among front-line workers and their supervisors. Presented at the annual meeting of the American Society on Aging, San Francisco.

Noelker, L.S., & **Ejaz, F.K.** (2004, April). Factors related to retention among new nurse assistants. Workshop presented at the annual meeting of the American Society on Aging, San Francisco.

Ejaz, F.K., & Noelker, L.S. (2004, March). Better Education = Better Jobs: The impact of job preparation, ongoing education and training on job satisfaction and commitment among front-line workers and their supervisors. Presented at the American Association of Homes and Services for the Aging 2004 Future of Aging Services conference, Washington, DC.

Ejaz, F.K., Schur, D., & Fox, K. (2004, January). Resident satisfaction in continuing care retirement communities (CCRCs). Presented at the 8th Annual Conference of the Society for Social Work Research, New Orleans, LA.

Ejaz, F.K., Fox, K., Jones, J., & McCarthy, K. (2003, November). Testing the psychometric properties of a nursing home resident satisfaction instrument. Symposium presented at the 56th annual conference of the Gerontological Society of America, San Diego, CA.

Ejaz, F.K., Fox, K., & Schur, D. (2003, November). Resident satisfaction in continuing care retirement communities (CCRCs). Poster presented at the 56th annual conference of the Gerontological Society of America, San Diego, CA.

Fox, K., **Ejaz, F.K.**, & Schur, D. (2003, November). Residents speak up! Consumer satisfaction in continuing care retirement communities. Poster presented at the 56th annual conference of the Gerontological Society of America, San Diego, CA.

Johnson, J., **Ejaz, F.K.**, & Golant, S. (2003, November). Late-life relocation: Predicting successful adjustment to late-life transitions. Symposium presented at the 56th annual conference of the Gerontological Society of America, San Diego, CA.

Straker, J., & **Ejaz, F.K.** (2003, November). Keeping the customer satisfied: Correlates of family satisfaction with Ohio nursing homes. Symposium presented at the 56th annual conference of the Gerontological Society of America, San Diego, CA.

Ejaz, F.K. (Moderator) (2003, March). Long-term care: Issues in discharge planning, relocation, and cultural competence. Symposium presented at the joint annual conference of the American Society on Aging and the National Council on Aging, Chicago, IL.

Ejaz, F.K. (Organizer) (2002, November). Federal & state initiatives in nursing home consumer satisfaction: Building relationships in a changing world. Symposium presented at the 55th annual conference of the Gerontological Society of America, Boston, MA.

SELECT PRESENTATIONS (cont'd)

Fox, K., **Ejaz, F.K.**, Ranalli, A., & Straker, J. (November, 2002). Family comments from the implementation of the family satisfaction survey in Ohio's nursing homes. Poster presented at the 55th annual conference of the Gerontological Society of America, Boston, MA.

Noelker, L.S., **Ejaz, F.K.**, Kasayka, R., Hatfield, K., & Lechner, C. (2002, November). Applying dementia care mapping results to resident care plan design. Symposium presented at the 55th annual conference of the Gerontological Society of America, Boston, MA.

Ejaz, F.K. (2002, October). Assessing quality of care in nursing homes. Presented at the Margaret Blenkner Research Institute's 40th Anniversary, Conference. Cleveland, OH.

Ejaz, F.K., Straker, J. Hornbostel, R. & Walley, JE. (2002, April). Developing a web based long-term care consumer guide: Crossing the divide between providers and state policy makers. Symposium presented at the joint annual conference of the American Society on Aging and the National Council on Aging, Denver, CO.

Ejaz, F.K., Carter, R., Sangl, J., Darby, C., Bernard, S, Hampton, N., Phelps, S. Crystal, S., Straker, J. Hornbostel, R. & Walley, JE. (April, 2002). Federal and state initiatives in examining consumer satisfaction in nursing homes. Workshop presented at the joint annual conference of the American Society on Aging and the National Council on Aging, Denver, CO.

Noelker, L.S., & **Ejaz, F.K.** (2002, April). The leadership role of nurse supervisors in nursing homes and its impact on the well-being of nurse assistants. Paper presented at the annual meeting of the American Society on Aging, Denver, CO.

Ejaz, F.K. (2001, November). Developing a satisfaction survey for families of long term care residents. In J. Straker (Organizer), Developing an internet based long-term care consumer guide: Linking policy and research. Symposium conducted at the annual meeting of the Gerontological Society of America, Chicago.

Ejaz, F.K., Noelker, L.S. (2001, November). Nurse assistants and their supervisors: The odyssey of working together in nursing homes. Paper presented at the annual meeting of the Gerontological Society of America, Chicago.

Ejaz, F.K. (2001, October). Capturing the voice of consumers in satisfaction measures: A focus on the family perspective of care in nursing homes. In Bowers, B., Ejaz, F., Petno, D., Straker, J., Capturing the voice of consumers in satisfaction measures. Symposium presented at 'Consumer Voice and Choice', the 4th Long Term Care Conference organized by Scripps Gerontology Center.

Anetzberger, G., Bass, D.M., **Ejaz, F.K.**, & Nagpaul, K. (2001, March). Developing and testing screening tools and referral protocols for elder abuse: The Ohio experience. Workshop presented at the annual meeting of the American Society on Aging, New Orleans, LA.

Ejaz, F.K. (2001, March). Social networks, relationships and activities for elders in diverse settings. Moderator, Applied research brief at the annual meeting of the American Society on Aging, New Orleans, LA.

SELECT PRESENTATIONS (cont'd)

Ejaz, F.K., Noelker, L.S., Schur, D., & Reich, J. (2001, March). Challenges faced in supervising nurse assistants: Implications for the future of long-term care. Paper presented at the annual meeting of the American Society on Aging, New Orleans, LA.

Noelker, L.S., **Ejaz, F.K.**, Schur, D., & Reich, J.L. (2001, March). Depression among new nursing assistants: Implications for improving screening, training, and orientation. Applied Research brief presented at the annual meeting of the American Society on Aging, New Orleans, LA.

Ejaz, F. K., Noelker, L.S., Schur, D., & Reich, J. (2000, November). Challenges faced in supervising nurse assistants: Lessons learned, tasks ahead. Poster session presented at the annual meeting of the Gerontological Society of America, Washington, D.C.

Ejaz, F.E. & Mirrotto, R. (2000, March). Conducting consumer satisfaction surveys in a nursing home. Research brief presented at the annual meeting of the American Society on Aging, San Diego, CA.

Nagpaul, K., & **Ejaz, F.E.**, (2000, March). Honoring and respecting cultural traditions associated with death and dying in a foreign land. Program exchange presented at the annual meeting of the American Society on Aging, San Diego, CA.

Ejaz, F.K. (1999, October). Perspectives on aging in India. Presented at Think globally, act locally: An international perspective for Cuyahoga County. Cuyahoga County Conference on Aging, Cleveland, OH.

Ejaz, F. K., & Anetzberger, G. (1999, November). Assessing consumer satisfaction with long term care services. In Z. Harel & L.S. Noelker (Organizers), Quality of care and quality of life in long term care. Symposium conducted at the annual meeting of the Gerontological Society of America, San Francisco.

Noelker, L.S., & **Ejaz, F.K.** (1999, November). Research results on the use of satisfaction surveys in Ohio nursing homes. In F.K. Ejaz & J. Cohen-Mansfield (Organizers), Consumer satisfaction surveys in nursing homes. Symposium conducted at the annual meeting to the Gerontological Society of America, San Francisco.

Anetzberger, G.A., **Ejaz, F.K.**, & Nagpaul, K. (1999, September). Ohio's invisible victims: Detecting elder abuse & domestic violence. Presented at the 10th Annual Conference on Aging of the Ohio Association of Area Agencies on Aging, Cincinnati, OH.

Anetzberger, G.A., Bass, D.M., & **Ejaz, F.K.** (1999, April). Development and dissemination of an elder abuse/ domestic violence risk assessment tool. Presented at the Ohio Family Violence and Elder Abuse Roundtable, Columbus, OH.

Ejaz, F.K. (1999, March). Predictors of advance directives in institutionalized elderly. Paper presented at the annual meeting of the American Society on Aging, Orlando, FL.

SELECT PRESENTATIONS (cont'd)

Ejaz, F.K. (1999, March). How the characteristics of the Alzheimer's patient and their primary caregiver influence the caregiver's perception of burden. Moderator of research brief presented at the annual meeting of the American Society on Aging, Orlando, FL.

Mirrotto, R., **Ejaz, F.K.** & Watson, J. (1999, March). Advance directives, family style: Writing your own tune. Paper presented at the annual meeting of the American Society on Aging, Orlando, FL.

Anetzberger, G., Bass, D.M., **Ejaz, F.K.**, & Nagpaul, K. (1999, March). Development of a statewide screening tool and protocols for elder abuse and domestic violence. Paper presented at the annual meeting of the American Society on Aging, Orlando, FL.

Ejaz, F.K. (1998, November). Predictors of advance directives in institutionalized elderly. Paper presented at the annual meeting of the Gerontological Society of America, Philadelphia, PA.

Ejaz, F.K. (1998, November). The influence of religion and personal values on life-prolonging treatment decisions in institutionalized elderly. In E. Chapleski (Chair) Spirituality and decision-making in late life: Cultural Perspectives. Symposium conducted at the annual meeting of the Gerontological Society of America, Philadelphia, PA.

Looman, W.J., Noelker, L.S., Schur, D., Whitlatch, C.J., & **Ejaz, F.K.** (1998, November). Family members' perceptions of nurse assistants: More positive than nurse assistants think. Poster session presented at the annual meeting of the Gerontological Society of America, Philadelphia, PA.

Ejaz, F.K. (1998, March). Life-prolonging treatment decisions in Jewish, Catholic and Protestant nursing home residents. Research brief presented at the annual meeting of the American Society on Aging, San Francisco, CA.

Ejaz, F.K., & McNutt, W. (1997, November). The influence of religious and personal values on life-prolonging treatment decisions in institutionalized elderly. Poster session presented at the annual meeting of the Gerontological Society of America, Cincinnati, OH.

Ejaz, F.K., & Slater, S.B. (1997, November). Determining quality outcomes in long-term care. Pre-conference workshop for the annual meeting of the Gerontological Association, Cincinnati, OH.

Ejaz, F.K., & Anetzberger, G. (1997, November). Service satisfaction of elderly consumers and their families across settings. In L.S. Noelker (Chair), Quality long-term care across service settings: Perspectives of older consumers, their families and providers. Symposium conducted at the annual meeting of the Gerontological Society of America, Cincinnati, OH.

Ejaz, F.K., & Noelker, L.S. (1997, November). Family satisfaction with nursing home services for residents with dementia. Poster session presented at the annual meeting of the Gerontological Society of America, Cincinnati, OH.

Looman, W.J., Noelker, L.S., Schur, D., Whitlatch, C.J., & **Ejaz, F.K.** (1997, November). Nursing home residents' family members' impact on nursing assistants: What helps, what hurts. Paper presented at the annual meeting of the Gerontological Society of America, Cincinnati, OH.

SELECT PRESENTATIONS (cont'd)

Schur, D., Noelker, L.S., Looman, W.J., **Ejaz, F.K.**, & Whitlatch, C. J. Ejaz, (1997, November). Strategies to improve job and organizational commitment among nursing assistants caring for dementia residents. Poster session presented at the annual meeting of the Gerontological Society of America, Cincinnati, OH.

Ejaz, F.K., Noelker, L.S., & Wells, L. (1997, September). Predicting satisfaction among nurse assistants and families of dementia residents: A research practice partnership. Paper presented at the 60th annual conference and trade show of the Association of Ohio Philanthropic Homes, Housing and Services for the Aging, Cleveland, OH.

Noelker, L.S., **Ejaz, F.K.**, & Wells, L. (1997, September). Improving the quality of nurse assistant-resident relations in nursing homes. Paper presented at the 60th annual conference and trade show of the Association of Ohio Philanthropic Homes, Housing and Services for the Aging, Cleveland, OH.

Ejaz, F.K. & Ollerton, S. (1997, May). Improving the quality of care for long term care residents who have dementia. Paper presented at the American Red Cross 1997 Home Health Aide and Nurse Assistant Convention, Cleveland, OH.

Ejaz, F.K., Schur, D., & Noelker, L.S. (1996, November). The effect of social relationships, activity involvement and health on perceived boredom among nursing home residents. Paper presented at the annual meeting of the Gerontological Society of America, Washington, DC.

Looman, W.J., Noelker, L.S., **Ejaz, F.K.**, Whitlatch, C.J., Schur, D. (1996, November). Nursing assistants caring for dementia residents in nursing homes: Family member reports of what they're doing right. Poster session presented at the annual meeting of the Gerontological Society of America, Washington, DC.

Noelker, L.S., Shur, D., Looman, W.J., **Ejaz, F.K.**, & Whitlatch, C.J. (1996, November). Factors affecting job satisfaction among nurse assistants caring for dementia residents. Poster session presented at the annual meeting of the Gerontological Society of America, Washington, DC.

Whitlatch, C.J., Noelker, L.S., Schur, D., **Ejaz, F.K.**, & Looman, W.J. (1996, November). Depression in family caregivers of institutionalized demented elders. Poster session presented at the annual meeting of the Gerontological Society of America, Washington, DC.

Cohen-Mansfield, J., & **Ejaz, F. K.** (1996, November). Conducting satisfaction surveys in long-term care. Organized pre-conference workshop at the annual meeting of the Gerontological Society of America, Washington, D.C.

Ejaz, F.K. (1996, November). Experiences in conducting satisfaction surveys: An in-house perspective. In J. Cohen-Mansfield & F.K. Ejaz (Chairs) Pre-conference workshop, "Conducting satisfaction surveys in long-term care." Conducted at the annual meeting of the Gerontological Society of America, Washington, D.C.

Ejaz, F.K., Looman, W., Noelker, L.S., Wells, L., Whitlatch, C.J., & Cassidy, B. (1996, October). Improving quality of care for nursing home residents with dementia. Paper presented at the 17th annual meeting of the Multidisciplinary Institute on Aging, Ohio Department on Aging, Columbus, OH.

SELECT PRESENTATIONS (cont'd)

Ejaz, F. K., Schur, D., & Noelker, L. S. (1996, March). The effect of activity involvement and social network on boredom among nursing home residents. Research brief presented at the annual meeting of the American Society on Aging, Anaheim, CA.

Balaswamy, S., **Ejaz, F. K.**, & Nagpaul, K. (1996, March). *Building coalitions to assess service needs of the elderly from the Indian subcontinent.* Round-table discussion at the annual meeting of the American Society on Aging, Anaheim, CA.

Ejaz, F., & Rose, M. (1995, November). Changes in social response after restraint removal. Poster session presented at the annual meeting of the Gerontological Society of America, Los Angeles, CA.

Ejaz, F. K., & Rose, M. (1995, November). Social response: Changes after restraint removal. Poster session presented at the Spectrum of Research on Aging and the Aged, Case Western Reserve University, Cleveland, OH.

Caston, M. A., **Ejaz, F.**, Bensing, K., & Lozier, L. (1995, October). Putting theory into practice-- Developing an ethics committee. Workshop on Ethics in Aging: It's Everybody's Business. Cuyahoga Community College, Center for Applied Gerontology and the Western Reserve Geriatric Education Center, Cleveland, OH.

Ejaz, F. (1994, November). Discussant in B.R. Chandler (Chair), Diverse roles in applied research in long-term care. Symposium conducted at the annual meeting of the Gerontological Society of America, Atlanta, GA.

Ejaz, F., & Rose, M. (1993, November). Nursing home residents' restraint status and prescriptions for selected psychotropic drugs. Poster session presented at the annual meeting of the Gerontological Society of America, New Orleans, LA.

Rose, M., & **Ejaz, F.** (1993, November). Attitudes of nursing home staff toward physical restraints. Poster session presented at the annual meeting of the Gerontological Society of America, New Orleans, LA.

Ejaz, F. (1993, November). Practical barriers to collaborative research. In M. Mulvihill (Chair), Researchers in Long-term care: Can we collaborate? Pre-conference workshop conducted at the annual meeting of the Gerontological Society of America, New Orleans, LA.

Ejaz, F. (1992, November). Research projects initiated by clinicians and facilitated by researchers: Processes and challenges. In J. C. Mansfield (Chair), Research in long-term care: The clinician-researcher interface. Pre-conference workshop conducted at the annual meeting of The Gerontological Society of America, Washington, D.C.

Ejaz, F. (1992, October). Prevalence of and reasons for physical restraint use before and after restraint reduction programs. In M. Kaufmann (Chair), Restraint reduction: Two Cleveland models. Symposium conducted at the annual meeting of the American Association of Homes for the Aging, Boston, MA.

SELECT PRESENTATIONS (cont'd)

Ejaz, F., Kaufmann, M., & Goldman, B. (1992, March). Moving to a restraint reduced environment. Issue forum conducted at the annual meeting of The American Society on Aging, San Diego, CA.

Harris, P., & Ejaz, F. (1992, January). Multi-cultural issues in counseling. Seminar conducted at John Carroll University, Cleveland, OH.

Ejaz, F. (1991, November). Evaluation of a program to reduce the use of physical restraints in two nursing homes in Cleveland. In J. C. Mansfield (Chair), Reducing restraint use in the nursing home: Clinical and empirical findings. Symposium conducted at the annual meeting of The Gerontological Society of America, San Francisco, CA.

Ejaz, F. (1990, November). The search for the right model. In M. Brod (Chair), Models for long-term care research centers: Issues in design and operation. Pre-conference workshop conducted at the annual meeting of The Gerontological Society of America, Boston, MA.

Ejaz, F. (1990, October). Promoting a restraint-free environment. Paper presented at the professional conference of the Alzheimer's Association, Cleveland, OH.

Ejaz, F. (1990, August). Conducting research on removing physical restraints from elderly nursing home residents. In B. Goldman (Chair), Untie the elderly. Seminar conducted by The Association of Ohio Philanthropic Homes and Housing for the Aging (AOPHA), Columbus, OH.

Ejaz, F., & Folmar, S. (1990, April). Medicaid and Medicare reimbursement: Issues for Ohio nursing homes. Research brief presented at the annual meeting of the American Society on Aging, Washington, D.C.

SPECIAL SKILLS

- Knowledge of statistical packages such as SPSS-Windows, word processing including Word for Windows, budget management package such as Excel and data management, using SPSS.

AWARDS

- Case Western Reserve University. Tuition waiver (approx. \$18,000.00), 1982-1985.
- Case Western Reserve University Alumni Fund for dissertation (\$625), 1985.
- Altrusa Women's Scholarship (\$500), 1984.
- Best Student Shield, Graduating Class, Tata Institute of Social Sciences, 1979.
- Ayesha Harris Shield, Best Student, Graduating Class, Family and Child Welfare Department, 1979.
- J.M. Kumarappa Prize, Best Student, First Year, Tata Institute of Social Sciences, 1978.

PROFESSIONAL AFFILIATIONS

- Fellow, Gerontological Society of America.
- Member, Applied Research Committee, American Society on Aging.
- Member, Researchers Based in Long-Term Care Interest Group, Gerontological Society of America. Co-Convener of group in 1991, 1995, 1996, 1997, 1998 and 1999.
- Member, National Association of Social Workers.
- Member, The Association for Gerontology Education in Social Work.

COMMUNITY SERVICE

- Reviewer (1997-current). *Journal of Applied Gerontology, The Gerontologist, and Joint Commission Journal on Quality and Patient Safety.*
- Member, Institutional Review Board, IDEAS Institute (2008 to current).
- Faculty Advisor, India Study Abroad Program (12/2007 – 1/2008). Case Western Reserve University, Cleveland, Ohio & University of Southern Illinois, Carbondale, Illinois, December – 2007 - January, 2008. Thirty-five students and faculty visited India for a 17-day tour of social service agencies, universities and historic sites. Cities visited included Delhi, Agra, Jaipur, Fatehpur Sikri and Mumbai. Contributions included ensuring gerontology content, making connections with the Tata Institute of Social Sciences, helping plan pre-trip meetings, hosting post-trip meeting, interpreting and educating students about culture, and presenting information at local and national conferences.
- Member, Technical Expert Meeting (9/2006): Developing Consumer Tools for Assisted Living. Agency for Health Care Research and Quality.
- Co-designed (with Dr. Carol Whitlatch) a four-month gerontology internship for international social workers/gerontologists in collaboration with the Council of International Programs, Cleveland, Ohio. First gerontologist started internship in April, 2006.
- Member, Technical Expert Meeting (6/2006): NHCAHPS: A Nursing Home Resident Experience Survey. Agency for Health Care Research and Quality.
- Field Instructor (2004). For Branka Premetica, M.S.W. student at Ohio State University.
- Grand Awards Judge in Gerontology (2003). For the International Science and Engineering Fair (ISEF), held at Cuyahoga Community College, Cleveland, Ohio.
- Doctoral Dissertation Committee Member (2000). For Denise Marcell's dissertation on influence of staff attitudes on nursing home residents implementation of advance directives, Frances Payne Bolton School of Nursing, Case Western Reserve University, Cleveland, Ohio.
- Field Instructor (2000). For Emily Dakin, MSSA/Doctoral candidate at the Mandel School of Applied Social Sciences, Case Western Reserve University, Cleveland, Ohio.
- Local Mentor (1999). For American Society on Aging's, New Ventures in Leadership Program. Supervised Semanthie Brooks' project on 'Increasing job retention for home care aides' at Benjamin Rose.
- Local Mentor (1998). For American Society on Aging's, New Ventures in Leadership Program. Supervised Desiree Rogers' project on An analysis of minority and non-minority client satisfaction with services of the Community Services Division of Benjamin Rose.

COMMUNITY SERVICE (cont'd)

- Member (1995 -97), Ethics in Long-Term Care Community Advisory Group. Organized by Drs. Stuart Younger and Elizabeth O'Toole, Case Western Reserve University, Cleveland, Ohio.
- Member (1994 -'96), Local International Connections (LINK) Committee, Mandel School of Applied Social Sciences, Case Western Reserve University, Cleveland, Ohio.
- Member (1994), Research Curriculum Committee, Mandel School of Applied Social Sciences, Case Western Reserve University, Cleveland, Ohio.

LANGUAGES SPOKEN/WRITTEN OTHER THAN ENGLISH

- Written & Spoken: Hindi; Spoken: Urdu; and some Bengali (good understanding).