

**Erica L. Lizano, Ph.D., MSW, MPA**

CURRICULUM VITAE

elizano@csusb.edu

**EDUCATION**

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2014	Ph.D.	University of Southern California, <i>Social Work</i>
2007	MSW/MPA	University of Southern California, <i>Social Work/Public Administration</i>
2005	BA	California State University Fullerton, <i>Sociology (minor: Human Services), Magna Cum Laude</i>

**FIELDS/AREAS OF RESEARCH**

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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/competent practices

**LINGUISTIC SKILLS**

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Fluent in reading, writing, and speaking Spanish

**FUNDED RESEARCH**

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Summer 2015	<b>Principal Investigator:</b> 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 ( <i>competitive application; \$1725</i> )
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**ACADEMIC POSITIONS**

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

## RESEARCH EXPERIENCE

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- 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.

## TEACHING EXPERIENCE

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\* = courses taught both in-person and on-line; += courses taught as a co-instructor.

- Fall, 2014, 2015  
2016, 2017      **\*Social Work 606A: Social Work Foundation Macro Practice** (MSW Course), California State University, San Bernardino, 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, 2018      **\*Social Work 606B: Social Work Foundation Macro Practice II** (MSW Course), California State University, San Bernardino, School of Social Work. Course focus: Community organization practice, policy analysis, policy advocacy practice.
- Spring, 2015, 2016  
2017, 2018      **Social Work 606C: Social Work Foundation Macro Practice III** (MSW Course), California State University, San Bernardino, School of Social Work. Course focus: Community organization practice, policy analysis, policy advocacy practice cont.
- Winter, 2015, 2016,  
Spring 2015, 2016,  
2017, 2018      **\*Research Project I (Independent studies):** MSW student research project supervision. California State University, San Bernardino, School of Social Work.
- Spring, 2015, 2016,  
2017, 2018      **\*Research Project II (Independent studies):** MSW student research project supervision. California State University, San Bernardino, School of Social Work.

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- Fall, 2013                    **Social Work 760L: Introduction to Social Work Statistics Lab** (Ph.D. Course), University of Southern California, School of Social Work.
- Spring, 2013+                **Social Work 761L: Multiple Regression in Social Work Research Lab** (Ph.D. Course), University of Southern California, School of Social Work.
- Spring, 2012+                **SOWK 665: Program Development and Grant Writing for Social Workers** (MSW Course), University of Southern California, School of Social Work.
- Fall, 2011                    **SOWK 648: Management for Community and Social Services** (MSW Course), University of Southern California, School of Social Work.

### PROFESSIONAL EXPERIENCE

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- 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

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#### ***Refereed Journal Publications***

- Phillips, J.D., **Lizano, E.L.**, He, A.S., & Leake, R. (In Press). Factors associated with caseworker burnout in child welfare: Does tenure matter? *Journal of the Society for Social Work and Research*.
- 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.
- 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.

- 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. DOI: 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*).
- Lizano, E. L.** (2016). 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*).
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.

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***Under Review***

**Lizano, E.L.** (Under Review). The impact of work-family conflict on psychological well-being: A cross-sectional study of Salvadoran social workers. *Social Work & Social Sciences Review*.

***In Progress***

**Lizano, E. L.**, Travis, D. J., Pollack, A., & Nugent, J. S. (In Preparation). What matters: Exploring deep inclusion and support for the “whole employee” as paths to developing a committed, engaged, and innovative workforce.

Kruzich, J. M., **Lizano, E. L.**, Mienko, J. A., Oh, J. & Ahn, J. (In Preparation). Examining new resources and demands as antecedents to job burnout and engagement among public child welfare workers.

Barragán, A., Yamada A., Gilreath, T., & **Lizano, E.L.** (In Preparation). Differences in protective and risk factors associated with comorbid mental health problems and psychological distress in Latino subgroups.

***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*. San Francisco, CA: Wiley and Sons.

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

**PRESENTATIONS**

***Refereed Presentations***

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**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.

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**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.

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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.** (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 5<sup>th</sup> 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 4<sup>th</sup> Annual California State University, San Bernardino, Field Instructor Training.

### **HONORS AND AWARDS**

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| 2017 | <b>Mary Parker Follette Article Award (Theory-informed Research)</b> , Human Service Organizations: Management, Leadership & Governance journal (article: <i>The promise of diversity management for climate of inclusion: A state-of-the-art review and meta-analysis</i> ).               |
| 2016 | <b>Burt Gummer Article Award (Literature-Informed Research)</b> , Human Service Organizations: Management, Leadership & Governance journal (article: <i>Examining the impact of job burnout on the health and well-being of human service workers: A systematic review and synthesis</i> ). |

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- 2016      **Invitation by the Ministry of Salvadorans Abroad to Attend A Summit Hosted by the President of El Salvador**, Salvador Sánchez Cerén, Attended as a representative of SALEF (Salvadoran American Leadership and Educational Fund) (event location: Presidential House, San Salvador, El Salvador)
- 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
- 2013- 2014      **Center for Corporate Practice Research Fellow**, Catalyst Inc., (New York, NY)

## SERVICE

### *Department*

- 2014-  
Present      **Macro Practice Curriculum Committee**, CSUSB School of Social Work  
(*Committee Chair*: Fall 2015-Present)
- 2014-  
Present      **Diversity, Human Rights, Social and Economic Justice Committee**, CSUSB  
School of Social Work (*Committee Chair*: 2015-2016 AY)
- 2016-  
Present      **School of Social Work Q2S (Quarter to Semesters) Curriculum  
Transformation Committee**, CSUSB School of Social Work
- 2017-  
Present      **MSW Admissions Committee**
- 2015-  
Present      **Faculty Advisor**, Student Association for Macro Practice (StAMP)
- 2014 –  
Present      **MSW Student Academic Advisor**, Serve as academic advisor to 22 – 25  
MSW students per academic year

### *College/University/CSU System*

- 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)**
- 2008 – 2009 Volunteer “Mi Futuro” (*My future*) Program mentor
  - 2009 – Present Scholarship Committee Member
  - 2017 – Present Member of the Board of Directors, Secretary

***Manuscript Reviewer (2014 – Present)***

- 11 manuscripts Children and Youth Services Review
- 5 manuscripts Human Service Organizations: Management, Leadership, & Governance
- 1 manuscript International journal of human resource management
- 1 manuscript Global Journal of Health Science
- 1 manuscript Child Welfare
- 1 manuscript Social Work in Health Care
- 1 manuscript Nursing and Health Sciences