

# IAN G. WILLIAMS, LMSW

Curriculum Vitae

Brooklyn, NY

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## ***Education***

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### **Ph.D. in Social Welfare**

Expected 2027

The Graduate School and University Center of the City University of New York, New York, NY.

- Advisors: James M. Mandiberg, Ph.D., Barbra Teater, Ph.D.

### **Certificate in Interactive Technology & Pedagogy**

Expected 2023

The Graduate School and University Center of the City University of New York, New York, NY.

### **MSW in Organizational Management and Leadership**

2018

Silberman School of Social Work at Hunter College, New York, NY.

- Research advisor: Andrea Savage, Ph.D.

### **Graduate Certificate in Human Services Management**

2018

The Network for Social Work Management, Los Angeles, CA.

### **Certificate in Refugee and Forced Migration Studies**

2012

The Centre for Refugee Studies at York University, Toronto, ON.

### **BA in East Asian Studies (Major), Cultural studies (Minor), World Religions (Minor)**

2008

McGill University, Montreal, QC.

### **Summer Course in Mandarin Chinese**

2006

Beijing University, Beijing, China.

## ***Research and Teaching Interests***

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*Organization theory, public interest technology, diffusion of innovations, technology implementation, social enterprise, critical data studies, computational social science, digital humanities, artificial intelligence, natural language processing, Web3, blockchain technologies, inequality, social welfare policy, mental health policy.*

## ***Fellowships and Research Institutes***

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### **Program Social Media Fellow, Graduate Center Digital Initiatives,**

2022-present

**The Graduate School and University Center**

**of the City University of New York.**

- Developing, as part of an interdisciplinary team, a social media and digital communications strategy for the Ph.D. program in Social Welfare.
- Creating and managing content for accounts on Twitter, Facebook, LinkedIn, and internal websites using WordPress.
- Co-managing shared social media resources as part of the Graduate Center Digital Initiatives.

### **Doctoral Scholars Institute, The Network for Social Work Management.**

2022

- Competitive summer research institute for social work and social welfare doctoral students whose research interests focus on management and organizations.

**The Digital Research Institute, The Graduate School and University Center  
of the City University of New York.**

2022

- Completed workshops on the command line, data literacies, data analysis and manipulation, natural language processing, and simulations using Python, Pandas, Jupyter Notebook, NLTK, Anaconda, and VS Code.

**Policy Fellows Program, The Network for Social Work Management.**

2020-2021

- Completed a nine-month, highly competitive national policy fellowship where participants work independently under the mentorship of a senior manager in social work, investigating an emerging policy fellowship.
- Mentor: Ron Manderscheid, Ph.D. Adjunct faculty at USC Suzanne Dworack-Peck School of Social Work and Johns Hopkins University Bloomberg School of Public Health.

***Teaching Experience***

**Adjunct Lecturer, MSW Program, The Silberman School of Social Work at Hunter College.**

2021-present

New York, NY.

- Instructor of record for the following courses:
  - Fall 2022: SSW 701 Social Welfare Policy and Services I
  - Spring 2022: SSW 790 Professional Seminar
  - Fall 2021: SSW 701 Social Welfare Policy and Services I

**Field Instructor, MSW Program, The Silberman School of Social Work at Hunter College.**

2021-2022

New York, NY.

- Supervised and provided professional field instruction to an MSW student in their professional practicum at The Harlem Family, including evaluation of overall performance and learning achievements.

***Research Experience***

**Graduate Assistant, The Graduate School and University Center  
of the City University of New York.** New York, NY.

2021-present

- Ongoing work on two projects with Professor James M. Mandiberg, Ph.D.
  - Developing an edited volume on teaching social enterprise in social work schools as part of the Social Work Innovation Network (SWIN).
  - An exploratory study on the implications of Distributed Autonomous Organizations (DAOs), blockchain technologies, and Web3 on social work and human service delivery systems.

**Principle Researcher, “Telehealth, Virtual Care, and What Lies Beyond In-Person Services: Behavioral Health for a Post-COVID-19 World”. The Network for Social Work Management.**

2020-2021

Los Angeles, CA.

- Independent research project investigating the policy and social implications of widespread adoption of telehealth technologies by behavioral health providers during the COVID-19 pandemic.
- Mentor: Ronald W. Manderscheid, Ph.D., Board Member and Policy Committee Chair of The American Academy of Social Welfare.

**Employee Assessment Survey Subcommittee, Diversity, Equity, and Inclusion Committee.  
NYC Office of Labor Relations.** New York, NY.

2020-2021

- Worked with senior agency staff to analyze examples of similar efforts to assess employee attitudes and perceptions of diversity, equity, and inclusion. Co-developed agency survey and managed data entry in SurveyMonkey.

**Principal Researcher, “Assessing MSW Students’ Access to and Use of Information and Communication Technologies: An Exploratory Study”, The Silberman School of Social Work at Hunter College.** New York, NY.

2017-2018

- Developed and implemented a mixed-methods research instrument assessing how MSW students use digital technology using Qualtrics. Analyzed using SPSS. Faculty Advisor: Andrea Savage, Ph.D.

**Consultant, Professor Pablo S. Bose, Department of Geography**

2013

**The University of Vermont.** Burlington, VT.

- Authored an independent research report on the Somali Bantu Community Association of Vermont, the establishment and growth of this mutual aid association, and the general dynamics of Somali Bantu community settlement in Vermont. The research was used for the Refugee Resettlement in Small Cities Project.

**Research Assistant, Visiting Professor Toshiya Ueno, Department of East Asian Studies, McGill University.** Montreal, QC.

2006-2008

- Acted as student liaison for visiting scholar, assisted with course planning, proofread and copy-edited English language translations of multiple conferences, talks, and scholarly publications.

**Research Assistant, Professor Jason Carmichael, Department of Sociology, McGill University.** Montreal, QC.

2004-2005

- Assisted with data entry for a research project on capital punishment.

### ***Professional Experience***

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**Social Enterprise and Business Intelligence Consultant, Mission Driven Data.** Portland, OR.

2021-present

- Provide professional expertise and organizational development guidance to the CEO of a small technology and data systems consulting firm that works with mental health providers across the United States.
- Advise CEO on social enterprise principles and theory as the company transitions towards B Corp certification.
- Co-plan and facilitate public community discussion series on various data-related topics.

**Clinical Operations Manager, The Harlem Family Institute.** New York, NY.

2021-2022

- Administered electronic health records system for a small psychoanalytic training institute.
- Developed digital implementation strategy including training protocols, clinical procedures, clinical workflows, and operations manual with Clinical Director and Executive Director.
- Advised agency leadership through weekly status reports and quarterly board reports drawing from detailed data analysis.
- Supervised Clinical Operations Coordinator.
- Supported candidates and supervisors through individual training and technical troubleshooting.

**Emotional Support Unit Leader, COVID-19 Vaccine Point of Distribution (POD), NYC Department of Health and Mental Hygiene.** New York, NY

2021

- Oversaw a rotating team of 2-4 volunteer and paid licensed mental health professionals providing mental health first aid to recipients of COVID-19 vaccinations.
- Provided morning and evening briefings of staff and POD leadership.
- Coordinated meal breaks and scheduling.
- Provided direct support for clients and staff in various states of emotional distress.

- Assisted with managing client lines and staffing flow.

**EAP Counselor – NYC Employee Assistance Program, Office of Labor Relations.**

2018-2021

New York, NY.

- Provided single-session and short-term supportive counseling to non-uniform New York City agency employees, retirees, and their immediate families, including screenings, intakes, assessments, referrals, treatment planning, disciplinary stipulation reporting, client follow-ups, inpatient facility admission, leave of absence coordination, and insurance authorization.
- Planned and facilitated single session and ongoing support groups for stress management, vicarious trauma, mindfulness, grief and loss, coping with uncertainty, critical incident debriefing, and other topics as requested.
- Provided consultations to City agency managers and supervisors on working with a wide variety of personnel challenges.
- Documented client interactions using AWARDS Electronic Medical Records system, including biopsychosocial assessments and treatment plans.
- Conducted outreach through health fairs, new employee orientations, and other group activities.
- Researched and created outreach and educational materials on a variety of issues relevant to client issues, from health and mental health subject areas to issue-specific resource guides.
- Collaborated with senior agency staff on developing an employee assessment instrument for planning Diversity, Equity, and Inclusion Committee activities.

**Rent Administrator – Scatter Site Program (MSW Field Practicum), Breaking Ground.**

2017-2018

Bronx, NY.

- Coordinated multiple projects: on-site technical lead for migration to BG database systems including RealPage; managing existing data files; digitizing and organizing Operations paper-based file systems; conducting business process analysis for Operations department; integrating Rent Administrator role into Scatter Site operational management; developing multiple procedure manuals; training Scatter Site staff in BG best practices; streamlining Operations audit preparation; presiding over sublease signings for new and existing clients.
- Managed rent collection and reconciliation for a multi-contract 172-unit scatter site supportive housing program for formerly homeless adults with dual diagnoses of severe mental illness and substance use disorders.
- Managed accounts payable for all apartments, such as rents, utilities, vendors, and emergencies. Primary liaison to Finance department.
- Communicated with clients regarding rental arrears, apartment repairs, and apartment subleases.
- Supported Operations Manager with apartment inspections, client showings and move-ins, furniture delivery, utility accounts, managing vendor relations, and repairs tracking using Maintenance Connection.

**Rent Administrator – The Lee, Breaking Ground.** New York, NY.

2015-2017

- Managed rent collection and reconciliation, and lease renewals for 263-unit SRO supportive housing complex, where annual rent revenues approximate \$2.5 million. Significantly improved tenant rent collection rates during tenure.
- Collaborated with case managers to assist tenants in managing finances and remaining in compliance with rental subsidy and low-income housing tax credit annual recertification.
- Liaised with outside legal counsel by drafting legal notices and rent demands, providing analysis of tenant ledgers and payment histories, testifying in Housing Court, and other duties as needed.
- Supported Building Director and Assistant Director of Program with audit preparation, reporting to multiple departments and city agencies, cross-training building staff, and other duties as needed.

<b>Residential Life Coach – Supportive Housing, The Door: A Center For Alternatives.</b> New York, NY.	2014-2015
<ul style="list-style-type: none"> <li>• Provided comprehensive psychosocial services for 99 youth with severe and persistent mental illnesses in transitional housing facilities.</li> <li>• Managed crisis intervention and de-escalation, while also collaborating with outside emergency professionals.</li> </ul>	
<b>Inside Sales and Marketing Coordinator, LIMZ Machinery Group LLC.</b> Brooklyn, NY.	2013-2014
<ul style="list-style-type: none"> <li>• Assisted in all aspects of operations for woodworking machinery dealership with \$2 million annual revenue.</li> <li>• Developed documentation for a variety of business operations and protocols.</li> </ul>	
<b>Organizer (MSW Field Practicum), Community Voices Heard.</b> New York, NY.	2012-2013
<ul style="list-style-type: none"> <li>• Assisted Welfare and Workforce Development Campaign Organizer in a statewide legislative campaign to end existing policies mandating unpaid labor for recipients of public assistance.</li> <li>• Coordinated outreach, member recruitment, meetings, fundraising, trainings, and database management (PowerBase).</li> </ul>	
<b>Program Coordinator (AmeriCorps*VISTA),</b> <b>Somali Bantu Community Association of Vermont.</b> Burlington, VT.	2010-2011
<ul style="list-style-type: none"> <li>• Managed all programming for grassroots, refugee mutual aid organization, including literature and training materials, outreach materials development, and website redesign.</li> <li>• Oversaw small grants and fundraising, as well as grant reporting.</li> <li>• Created outreach materials in collaboration with the Vermont Center for Crime Victim Services and VSA Vermont's Awareness Theater Company.</li> </ul>	
<b><i>Academic and Community Service</i></b>	
Officer for Governance and Membership, Steering Committee, Doctoral and Graduate Students' Council, The Graduate School and University Center of the City of New York.	2022-present
Representative, Ph.D. Program in Social Welfare, Doctoral and Graduate Students' Council, The Graduate School and University Center of the City of New York.	2022-present
Student Representative, Auxiliary Enterprise Board, The Graduate School and University Center of the City of New York.	2022-present
Student Representative, IT Committee, The Graduate Council, The Graduate School and University Center of the City of New York.	2022-present
Student Mentor, Ph.D. Program in Social Welfare The Graduate School and University Center of the City of New York.	2022-present
Admissions Committee Member, Ph.D. Program in Social Welfare The Graduate School and University Center of the City of New York.	2022-present
Chair, Task Force on Digital Technology. Department of Social Welfare, The Graduate School and University Center of the City University of New York.	2022-present
Executive Committee Member, Social Work Innovation Network.	2021-present
Voter Outreach and Campaign Strategy Volunteer, Dennis Williams for Vermont State Representative.	2020

Founding Member, Diversity, Equity, and Inclusion Committee. NYC Office of Labor Relations.	2020-2021
Member, Wellness Committee. NYC Office of Labor Relations.	2020-2021
Member, Coordinating Committee. Social Work Student Legislative Education and Advocacy Day (LEAD). Silberman School of Social Work at Hunter College.	2017-2018
Member, Student Senate, Silberman School of Social Work at Hunter College.	2017-2018
Volunteer, NYC Homeless Population Estimate (HOPE) Count, NYC Department of Homeless Services.	2016-2019
Advisor to the Board of Directors and Acting Recording Secretary, 155 Avenue C HDFC.	2015-2021
Volunteer, Superstorm Sandy relief.	2012
Advisor, The Vermont Goat Collaborative.	2011
Policy Committee Member, Vermont Workers' Center.	2010-2011
Project Advisor, The New Neighbors Outreach Project, VSA Vermont's Awareness Theater Company.	2010-2011
Vice President of Membership, Community of Urbana-Champaign Cooperative Housing (COUCH).	2009-2010
President, East Asian Studies Students' Association. McGill University.	2007-2008
Vice President (External Relations), East Asian Studies Students' Association. McGill University.	2006-2007
Student Representative, Faculty Hiring Committee, Department of East Asian Studies. McGill University.	2007
Peer Advisor, Department of East Asian Studies. McGill University.	2007

### ***Presentations***

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Williams, I. (2021, June 23). "Artificial Intelligence and Behavioral Health: Thoughts for a Post-COVID-19 World" [Private presentation]. The National Association of County Behavioral Health and Developmental Disability Directors.

Williams, I. (2021, June 17-18). "Telehealth, Virtual Care, and What Lies Beyond In-Person Services: Behavioral Health for a Post-COVID-19 World" [Public Presentation]. 2020-2021 Policy Fellows Presentations, The Network for Social Work Management.

Williams, I. (2021, June 7-11). "Working With Technology: What Social Work Managers Need to Know for 2021 and Beyond". [Conference Presentation]. 2021 Forward Thinking Summit, The Network for Social Work Management.

### ***Publications***

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Williams, I. (2022). Language, Meaning-Making, and Wrangling Text As Data: A Social Worker's Perspective. *Tagging the Tower: The Digital Fellows Blog*. Blog post.

Williams, I. (2013). Interview: Migration and the Social Order. *Refugee Review: Social Movement*, 1(1), 94.

Williams, I and Preti, R. (2013). Ecological Crisis and Tactical Self-Awareness: On Being in Social Work School During and After Hurricane Sandy. *Voices: The Silberman Student Journal of Social Work*. Spring 2013.

### ***Professional Licenses and Certifications***

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Seminar in Field Instruction (SIFI). The Silberman School of Social Work at Hunter College.  
New York, NY.

2022

Licensed Master Social Worker. New York State Office of the Professions.

2018-present

### ***Technical Skills***

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**Proficient:** MS Office Suite, Adobe Creative Suite

**Competent:** R, SurveyMonkey, Quantitative Research Design, Qualitative Research Design

**Familiar:** Python, SPSS, Qualtrics, Social Media content management and strategy (Twitter, Facebook, LinkedIn, YouTube, TikTok, Mailchimp)