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Summary-

My background includes over twenty years experience designing and implementing a wide range of applied research studies as well as extensive experience in the analysis of qualitative and quantitative data. I have taught program evaluation, survey research methods and research methodology at both the undergraduate and graduate level and have facilitated workshops on multiple topics related to program evaluation for non-profit technical assistance providers and national associations. My work typically brings me into contact with a wide range of stakeholders including line staff, development professionals, program managers, executive directors, and board members. I have particular interest and skill at communicating evaluation findings to diverse audiences using multiple approaches. Prior to establishing Usable Knowledge, I taught research methodology at both the undergraduate and graduate levels at Queens College, CUNY.

Managing Director/ Principal Investigator - Usable Knowledge, LLC 2001 – Present

- ◆ Usable Knowledge provides program evaluation, technical assistance and consulting services to non-profit organizations including human service agencies, foundations, membership associations and advocacy groups. Recent projects include an outcomes assessment for a nationally known nonprofit that provides after-school and other programming for children in the New York City public school system; an evaluation and needs assessment for a major New York City cultural institution; a multi- year retrospective study for a leading New York community foundation that provides capacity building consulting to non-profit organizations, and an ongoing consulting relationship with two large Human Service providers as the local evaluator on a number of federal contracts (in excess of \$2 million). More information is available at www.usablellc.net.
- ◆ Responsibilities on all projects include study design, management of external contractors, data collection and analysis, and reporting to multiple stakeholders including senior management, board members and funders.

Director of Research - Beacon of Hope House 1999 - 2001

- ◆ Developed and implemented a survey to assess employee satisfaction throughout this 100+ employee organization. Responsible for all data analysis and report presentation to various agency stakeholders including executive management and direct care workers. Findings presented at Statewide conference of residential providers in October of 2000.
- ◆ Designed and directed a state-wide survey (N=1750) of mental health agencies to assess the availability of services for the deaf mentally ill. Results presented to members of the agency community and state officials at a state-wide conference in November of 2000.
- ◆ Directed the design and implementation of a software evaluation study for a major grant funded re-design of the agency's client tracking system. Study utilized qualitative and quantitative techniques and involved the training and supervision of two interns who observed and interviewed staff as they interacted with the system. Results used to create new functional requirements and interface specifications.

Project Manager- Queens College 1992 - 1993

- ◆ Collaborated on a study funded by the Center for the New American Workforce designed to assess corporate responses to workplace diversity. Responsibilities included questionnaire design, set up of a new state-of-the-art telephone survey research center and management of an eight-person telephone interviewing staff. Survey achieved over a sixty- percent response rate.

Adjunct Instructor- Queens College 1990 - 2000

- ◆ Extensive experience teaching undergraduate and graduate courses in the sociology department at Queens College, a unit of the City University of New York. Sole responsibility for the development of course content, selection of course materials, design of lectures and student evaluation. Classes ranged from 8 to 60 students and included both sociology majors and non-majors. Some courses were taught as lectures, others as seminars or workshops. As is typical at the City University of New York, sections contained students with highly diverse academic backgrounds and levels of preparation. Course taught include:
 - Graduate Seminar in Survey Research Methods
 - Graduate Seminar in Program Evaluation
 - Social Statistics
 - Sociological Analysis (the logic of inquiry)
 - Environmental Sociology
 - Computers and Society
 - Social Psychology
 - Introduction to Sociology

Education-

Ph.D., The Graduate School and University Center of the City University of New York, New York, NY.
January 1999

M.A. 1992. Hunter College, New York, NY.

B.A., 1983. Gallatin Division, New York University, New York, NY.

Selected Training Presentations

Support Center for Non-profit Management, ongoing (New York)

National Guild for Community Schools of the Arts, Annual Conference (Pittsburgh)

Power of Attorney, Inc., National Conference (Milwaukee)

Legal Services Corporation, Technology Grantee Conference, (Austin)

Supported Housing Coalition, Annual Conference (New York)

Selected Refereed Publications and Conference Presentations-

"The RPF Process in Program Evaluation: New Approaches", invited panel discussion, American Evaluation Association, November 2012, Minneapolis.

"Moving Beyond the Weighty Tome: New Approaches to Reporting Evaluation Findings", Skill building workshop, American Evaluation Association, November 2010, San Antonio.

"Getting Evaluation Findings Out of Prison: The Challenges of Doing Evaluation Work in a Total Institution", Paper presentation, American Evaluation Association, November 2010, San Antonio.

"Employee Satisfaction and Workforce Issues for Community Mental Health Organizations", presentation at the Association of Community Living Agencies, November 2000, Lake George, NY

"The Social Construction of Global Climate Change", dissertation completed February 1 1999.

"The Decline of Moral Argument in Environmental Discourse", invited presentation at the Annual Meeting of the *Midwest Sociological Society*, April 1998, Kansas City.

"Stress in the Urban Environment" (1993), *Handbook of Stress*, L. Goldberger and S. Breznitz, Eds. New York: Free Press.

Technical Skills-

SPSS programming and statistics through logistic regression

Extensive experience with MS Office applications including Access database programming

Expertise in graphical data analysis and presentation

Survey design, implementation, analysis and interpretation

Advanced focus group moderation and interviewing skills

Qualitative analysis utilizing the Atlas.ti software package

Research project management