Biographical Statement:

Jose Reyes is an organizational social work researcher who is passionate about bridging mezzo and macro practice. To inform his research activities and teaching platform, Jose’s 6-year post-MSW experience strategically focused on understanding how human service organizations (HSOs) strengthen their service capacity in a changing healthcare environment. He has completed several research and evaluation fellowships with the Robert Wood Johnson Foundation, the Oak Ridge Institute for Science and Education, and the American Evaluation Association. The goal of Jose’s research is to build the service capacity of HSOs to strengthen the delivery of healthcare. His dissertation focuses on testing new dimensions of organizational performance. Specifically, Jose aims to investigate how advocacy engagement among health professionals can be developed as a strategy to improve organizational performance in the human-service sector. Beyond his dissertation, Jose has presented his work at national conferences and has taught several graduate level courses in policy, advocacy, and methods. For more information about Jose’s work, please contact him at josereye@usc.edu.
EDUCATION

USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Los Angeles, CA
Doctorate of Philosophy in Social Work, (In-Progress)
Management, Organizations and Policy Transformation

USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Los Angeles, CA
Master of Social Work, May 2010
Community Organizing Planning and Administration

California State University, Dominguez Hills, Carson, CA
Bachelor of Arts in Sociology, Honors, May 2006
Bachelor of Arts in Political Science, May 2006

RESEARCH AREAS INTEREST

Organizational behavior, health policy, patient and policy advocacy, organizational performance, organizational capacity and program evaluation, and culturally responsive evaluation.

PUBLICATIONS

Research Papers – In Progress


2. Reyes, J.L., Perez-Jolles, M, Reaves, Christina, R., & Javier, J., (In progress). Understanding the local context as the missing link in evaluating patient center medical homes: A qualitative study
Non-Peer Reviewed Publications


PRESENTATIONS

Peer-Reviewed Presentations


Bakos, A., Reyes, J. L., Bernacet, A., Cabrera, M., Espinosa, O., & Hart, J. (2016, October). Affordable Care Act and the Youth Health Equity Model of Practice: Creating a healthier nation by strengthening the health and human services infrastructure and workforce. Oral presentation on findings of a national initiative intended to strengthen the health and human service infrastructure and workforce at the Annual Meeting of the American Public Health Association (APHA), Denver, CO. (National)


Reyes, J. L., (2016, September). Strengthening the health and human services infrastructure and workforce through community collaboration and emerging health professional engagement. Oral presentation on preliminary findings of a national initiative intended to strengthen the health and human service infrastructure and workforce at the National Association of Medical Minority Education, Inc. Annual Conference (NAMME), Arlington, VA. (National)


Non-peer reviewed presentations

“Post the financial crisis of 2008: The new face of homelessness”
School of Social Work, presented research findings to all class cohorts, March 2010 University of Southern California, School of Social Work, Los Angeles, CA

“Aademic Success: Beyond the Classroom Environment”
Keynote student speaker, New Student Orientation, August 2005 California State University, Dominguez Hills, Carson, CA

“A celebration and a renewed commitment to our community”
Keynote student address, CSUDH Graduation Ceremony, May 2005 California State University, Dominguez Hills, Carson, CA
JOSE L. REYES, MSW

“Un paso adelante en el camino de nuestros padres”
Keynote student address, Latino Graduation Ceremony, May 2005 California State University, Dominguez Hills, Carson, CA

“A brighter day ahead for student success and educational achievement” Student address, Sen. John F. Kerry presidential campaign, August 2004 California State University, Dominguez Hills, Carson, CA

PROFESSIONAL EXPERIENCE

Purdue Extension, Purdue University, West Lafayette, IN (Remote placement)

American Evaluation Association Evaluation Intern, September 2017 – June 2018
Part of a collaborative team tasked with the planning, implementation, and evaluation Purdue Extension’s annual small farms conference. Provided research support, subject matter expertise, evaluation consultation, and project management to support the following five placement areas:

 2017 Indiana Small Farm Conference 9-month attendee follow-up evaluation
  o Supported the planning and data collection
  o Led the data analysis and reporting
  o Presented findings to the program leadership

 Purdue Extension’s Diversified Farming and Food Systems (DFFS) logic model
  o Conducted technical research to improve program alignment to Purdue Extension mission, programs, initiatives, and priorities.
  o Assessed five years of program data, metrics, evaluation instruments, and developed strategic documents to inform the decision-making process.
  o Led the refinement of the DFFS logic model through the revision of logic model that is balanced, has greater clarity, and was developed with on-going staff input.

 2018 and 2019 Indiana Small Farm Conference post and 9-month attendee follow-up evaluation
  o Assessed program metrics and evaluation instruments
  o Developed strategic documents to streamline the evaluation process (e.g., process map).

 Revision of the Indiana Small Farm Conference evaluation instruments
  o Led the development and revision of the Indiana SFC evaluation instruments which included increasing the evaluation instruments alignment to program goals and priorities; improving clarity of evaluation methods; identifying areas and ways to
improve documentation of impact including the integration of a multi-level evaluation approach (e.g., staff and vendors).

- Cultural Responsive Evaluation Special Project
  - Co-led the development and implementation of qualitative research effort to capture the understanding of “networking” from the perspective of the Indiana SFC attendees.
  - Co-led the data collection of 24 on-site qualitative interviews with attendees who attended the 2018 Indiana SFC.

The Office of Minority Health, Rockville, MD
U.S. Department of Health and Human Services

Research Fellow/Project Manager, December 2012 – August 2015
The Office of Minority Health is dedicated to improving the health of racial and ethnic minority populations through the development of health policies and programs that will help eliminate health disparities. Within the Office of the Director, and under the direct mentorship and supervision of the Executive Officer, responsibilities include:

- Conducted technical and data research, analysis, and synthesis to inform decision-making pertaining to the OMH mission, programs, initiatives, and priorities.
- Provided technical writing and review support for the development of reports, publications, communication materials, and other types of documents.
- Reviewed, developed, and monitored the implementation of evaluation instruments to capture and assess the impact of programs and initiatives.
- Reviewed and analyzed policies, regulations, directives (e.g., Affordable Care Act, executive orders) to support OMH management and operations.
- Reviewed, drafted, and coordinated statements of work, inter-agency agreements, memorandums of understanding, intra-delegation of authority (IDDA), and other contract vehicles.
- Supported the coordination and implementation of the OMH budget formulation and execution.
- Supported the development of information and responses pertaining the Office of Management and Budget congressional justification and budget inquiries.
- Supported the management, coordination, and implementation of OMH workforce development efforts including internships, fellowships, and academic enrichment activities (i.e., site-visits by scholars, senior fellows, and field experts).
OMH Priorities, Initiatives, and Special Projects:

- **The National Standards for Culturally & Linguistically Appropriate Services in Health and Health Care (National CLAS Standards), Implementation Workgroup**
  Member of an interdisciplinary workgroup charged with leading national efforts to promote and encourage the adoption, implementation, and evaluation of the enhanced National CLAS Standards in health and healthcare.

- **The National CLAS Standards Evaluation Subgroup, Member**
  Group is responsible for planning, developing, and implementing short and long-term evaluation strategies which include the development of a CLAS evaluation framework.

  - **The National Partnership for Action to End Health Disparities (NPA), Implementation Workgroup**
    Member of the workgroup leading the implementation and evaluation of the NPA, an initiative established to mobilize a nationwide, comprehensive, community-driven, and sustained approach to combating health disparities and to move the nation toward achieving health equity.

  - **Youth National Partnership for Action (yNPA)**
    Youth initiative that aims to provide education on health disparities and the social determinants of health and engage young adults in health equity work. Conducted technical research and coordinated the planning for the development a Youth Health Equity participatory model of practice for educating and engaging emerging health professionals to build both the diversity of the workforce and the capability of the workforce to address health disparities. The project is intended to inform policy on the opportunities, challenges, and promising practices for integrating emerging health professionals in efforts to reduce health disparities among young adults.

**Kedren Community Health Center, Full-Service Partnership Program (FSP), Los Angeles, CA**

*Psychiatric Social Worker, July 2012 – December 2012*

As part of the children's FSP-C program, provided intense mental health services to severely emotionally disturbed children/youth and their families. The program focused on children/youth who may have experienced trauma, school failures, a suicide risk, foster care or juvenile justice involvement, a history of psychiatric hospitalizations or are at risk for psychiatric hospitalization, a diagnosed co-occurring substance abuse, development or medical disorder. Clinical treatment areas and responsibilities included:

- Areas of treatment included major depression and suicide prevention, post-traumatic stress, sexual trauma, adjustment disorder, attention deficit hyperactivity disorder.
- Conducted biopsychosocial assessments; using the *Diagnostic and Statistical Manual of Mental Disorders* (DSM-IV) to classify client mental health disorders.
- Developed clinical and case management treatment plans.
- Conducted group peer-learning activities with clients in a group setting.
- Conducted technical research on emerging treatment strategies and activities.
- Co-led the planning for documenting and reporting program outcomes.
Wilder Research, The Amherst H. Wilder Foundation, Saint Paul, MN  
Research Associate II, March 2011 – February 2012  
Part of a collaborative of teams engaged in research and evaluation of social service projects, initiatives, and services.

- Planned, coordinated, and implemented the annual Wilder Research client satisfaction survey; analyzed data and presented findings internally to the staff.
- Conducted data research, analysis, and synthesis for special client projects and requests including research topics such as return on investment of immigrant outreach programs; communicating to and engaging the “baby-boomer” population; children development and education from conception to pre-school; recruitment, retention, and graduation of minority students attending private universities.
- Reviewed and developed evaluation instruments and protocols.
- Collected, analyzed, interpreted findings, and produced written reports and other deliverables.
- Developed and managed data information systems.

Special Service for Groups, Research and Evaluation Unit, Los Angeles, CA  
Research Analyst, July 2010 – February 2011  
Responsible for conducting trainings and providing technical assistance to community-based organizations to increase their capacity for program evaluation and organizational development. Primary areas of training, assistance and implementation include; program design and evaluation, coordination of peer-learning activities, development and implementation of community needs assessments (Hospital Community Benefit Program, per legislation SB 697), surveys and focus groups, identifying evidence-based practices for policy development and program improvement, and led the research and designing of a youth leadership development curriculum for the Edmund G. "Pat" Brown Institute for Public Affairs at the California State University, Los Angeles.

Programa Mano Amiga, Los Angeles, CA  
Lead Research Assistant, May 2009 – August 2010  
Under the direction of the Principal Investigator, coordinated and developed research evaluation methods, initial phase program protocols, provided face-to-face training to research team members and to agency staff personnel on evidence-based screening and referral, assisted in the development of biopsychosocial assessments and educational tools for low-literate, medically-ill older adults participating in a randomized controlled trial funded by the National Institute of Mental Health. Spearheaded the development and implementation of a managed information system, including the data collection, data entry, quality control, and evaluation. Contributed to the planning, development and implementation of an evidence-based intervention (Problem Solving Therapy) adopted for Latino/Hispanic older adults. Trained and delivered the intervention to a small client load. (Study conducted in partnership with Alta-Med Health Services Corporation)
University of Southern California, School of Social Work & Marshall School of Business Lean Manufacturing and Cross-Cultural Training Intervention Study, Puebla, Mexico Data Collection and Interventionist Research Assistant, September 2009 – May 2010
Worked under the direction of the Principal Investigators Ravi Kumar, PhD, Michalle Mor Barak, PhD, and Sriram Dasu, PhD. As part of a research team eight, responsibilities included consenting potential participants for inclusion in the study, collection and management of quantitative data through the use of a questionnaire. Assisted in co-facilitating a cross-cultural intervention delivered to Spanish-speaking and Korean speaking employees. Conducted qualitative interviews with select respondents. Served as an interpreter for non-Spanish speaking research team members. (Study funded by the NIKE Corporation)

Spectrum, Drew Center for AIDS Research, Education and Services, Watts, CA Mental Health Therapist Intern, August 2008 – June 2009
Provided psychotherapy, counseling, education, and mediation/problem solving for clinical issues revolving HIV, as well as other mental health disorders such as depression, chronic health conditions, adjustment and post-traumatic stress, substance and sexual addictions. Spearheaded the development of a needs assessment in an outreaching effort to inform and engage a younger client base.

Special Services for Groups/Homeless Outreach Program/Integrated Care System, Los Angeles, CA Community Counselor, February 2008 – August 2008
Provided an evidence-based structural behavioral intervention, Adolescent Community Reinforcement Approach (ACRA) and Assertive Continuing Care (ACC), to alcohol and substance using adolescents. Trained in qualitative and quantitative data research collection methods.

FELLOWSHIPS, AWARDS, & ACADEMIC SERVICE

PhD Summer Research Fellowship, $5,000, June 2019
USC Suzanne Dworak-Peck School of Social Work, Ph.D. Program, and The Hamovitch Center for Science in the Human Services
USC Suzanne Dworak-Peck School of Social Work
University of Southern California

PNP Top Reviewer Award, August 2018 (1 of 10 top reviewer awards)
The Public and Nonprofit Division
Academy of Management
PhD Summer Research Fellowship, $10,500, May 2018
USC Suzanne Dworak-Peck School of Social Work, Ph.D. Program, and The Hamovitch Center for Science in the Human Services
USC Suzanne Dworak-Peck School of Social Work
University of Southern California

GEDI Intern (cohort of eight), September 2017 – July 2018
The American Evaluation Association, Graduate Education Diversity Internship (GEDI) Program
A one-year, part-time national fellowship designed to engage and support students from groups traditionally under-represented in the field of evaluation by enhancing and strengthening the program participants’ research skills, interest and capacities to the field of evaluation, and commitment to thinking deeply about culturally responsive evaluation practice. As part of the internship:

- Co-led the development and implementation of a study entitled, the American Evaluation Association Graduate Education Diversity Internship Alumni Network Evaluation.
- Led the data collection, data analysis, and reporting of the survey findings.
- Presented findings at the 2018 annual American Evaluation Association Summer Evaluation Institute.

PhD Summer Research Fellowship, $5,000, June 2017
USC Hamovitch Center for Science in the Human Services, and The Adults Healthy Aging (AHA) Department
USC Suzanne Dworak-Peck School of Social Work
University of Southern California

Research Cluster Research Fund, $4,000, June 2016
Management, Organizations and Policy Transformation (MOPT) (Research cluster)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California

PhD Summer Research Fellowship, $1,000, June 2016
USC Hamovitch Center for Science in the Human Services
USC Suzanne Dworak-Peck School of Social Work
University of Southern California

Provost Fellowship, Awarded 2015
University of Southern California, Graduate School
The Provost’s Fellowships are awarded to incoming PhD students who show outstanding potential for academic careers at top universities or highly influential non-academic positions, including students who will increase diversity at the university or in the given field. (Nominated for the fellowship by the USC School of Social Work)
JOSE L. REYES, MSW

Research Participant, December 2012 – August 2015
Oak Ridge Institute for Science & Education (ORISE) Oak Ridge Associated Universities (ORAU)
U.S. Department of Energy
Managed by Oak Ridge Associated Universities, ORISE fellowships support DOE’s national agenda to advance science education and research programs by creating opportunities for collaboration through partnerships with DOE facilities, other federal agencies, the academic community and industry.

Evaluation Fellow, Emerging Professional Track (cohort of four), March 2011 – February 2012
The Robert Wood Johnson Foundation, Evaluation Fellowship Program
A one-year, full-time national fellowship designed for recent graduates of master’s or doctoral programs with limited professional experience and training in evaluation. The program provided in-depth, “hands on” direct work experience in an organization with expertise in research and evaluation. To augment the learning experience, the program provided four training workshops during the year with national experts and scholars, with special emphasis on Culturally Responsive Evaluation (CRE) framework.

The Leon & Sylvia Panetta Institute for Public Policy, Summer 2004
California State University, Monterey Bay
(1 of 23 participating students from the CSU system; selected to attend by the CSUDH President).

TEACHING/TEACHING ASSISTANCE EXPERIENCE

Instructor
Diversity, Social Justice, and Culturally Competent Social Work Practice (SOWK 630 – Session 67106) (Virtual Academic Center)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Fall 2021

Instructor
Diversity, Social Justice, and Culturally Competent Social Work Practice (SOWK 630 – Session 67107) (Virtual Academic Center)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Fall 2021

Instructor
Diversity, Social Justice, and Culturally Competent Social Work Practice (SOWK 630 – Session 60401) (Virtual Academic Center)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Spring 2021
Instructor
Diversity, Social Justice, and Culturally Competent Social Work Practice
(SOWK 630 – Session 60511) (Virtual Academic Center)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Spring 2021

Instructor
The Science of Social Work (SOWK 546 – Session 67034) (Online)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Summer 2021

Instructor
The Science of Social Work (SOWK 546 – Session 67035) (Online)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Summer 2021

Instructor
Policy and Advocacy in Professional Social Work (SOWK 536 – Session 60429) (Online)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Fall 2020

Instructor
Policy and Advocacy in Professional Social Work (SOWK 536 – Session 60815) (Online)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Fall 2020

Instructor
The Science of Social Work (SOWK 546 – Session 60411) (Online)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Fall 2020

Instructor
The Science of Social Work (SOWK 546 – Session 60976) (Online)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Fall 2020
Instructor
The Science of Social Work (SOWK 546 – Session 67035) (Virtual Academic Center)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Summer 2020

Instructor
Diversity, Social Justice, and Culturally Competent Social Work Practice
(SOWK 630 – Session 67158) (Virtual Academic Center)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Fall 2019

Instructor
Diversity, Social Justice, and Culturally Competent Social Work Practice
(SOWK 630 – Session 67415) (Virtual Academic Center)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Fall 2019

Instructor
The Science of Social Work (SOWK 546 – Session 67046) (Virtual Academic Center)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Summer 2019

Instructor
The Science of Social Work (SOWK 546 – Session 67047) (Virtual Academic Center)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Summer 2019

Teaching Assistant (for Professor Devon Brooks, PhD)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Spring 2019
- The Science of Social Work (SOWK 546)
- Developed teaching and course assignment instruments

Teaching Assistant (for Professor Monica Perez-Jolles, PhD)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Spring 2018
- Doctoral level core course: Theories for Practice in Large Systems (SOWK 744)
- Developed teaching and course assignment instruments
Guest Lecturer
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, October 14, 2017
Lecture: *Examining the policy narrative of primary care in treating addiction in the United States*
- Course: Policy and Advocacy In Professional Social Work (SOWK 536)

Teaching Assistant (for Professor Bruce S. Jansson, PhD)
USC Suzanne Dworak-Peck School of Social Work
University of Southern California, Fall 2017
- Doctoral level core course: Policy Analysis and Advocacy in a Comparative Social Policy Context (SOWK 733)
- Master level core course: Policy and Advocacy In Professional Social Work (SOWK 536)
- Developed teaching and course assignment instruments (U.S. Federal Budget Process)

Guest Lecturer
California State University, Dominguez Hills, September 6, 2016
Lecture: *Systems Theory: Science, policy, and practice in the Social Work profession*
- Course: Human Behavior and Social Environment

ACADEMIC AND COMMUNITY INVOLVEMENT

Alumni Mentor Program
Suzanne Dworak-Peck School of Social Work
University of Southern California

Deputy Volunteer Coordinator, January 2016
Society for Social Work and Research 20th Annual Conference

DSA Representative
Doctoral Student Association
Suzanne Dworak-Peck School of Social Work
University of Southern California
Mentor, 2013
Government Leaders for Tomorrow (GL4T)
U.S. Department of Health and Human Services

Member, December 2012 – July 2015
HHS Hispanic Employee Organization

Student Advisory Board Member, December 2009 – May 2010
Suzanne Dworak-Peck School of Social Work
University of Southern California

Board Member, Chair, 2005-06
University Loker Student Union
California State University, Dominguez Hills

Student Body Government President/CEO, 2004-05
Associated Student Incorporated
California State University, Dominguez Hills

Student Body Government Vice President, 2003-04
Associated Student Incorporated
California State University, Dominguez Hills

PROFESSIONAL MEMBERSHIP

Project Management Institute
Member, May 2017 – Present

Society for Social Work and Research
Member, November 2015 – Present

Academy of Management
Member, June 2016 – Present

American Public Health Association
Member, August 2016 – Present

American Evaluation Association
Member, July 2011 – Present

Southern California Evaluation Association
Member, November 2011 – Present
Network for Social Work Management
*Member, December 2010 – Present*