

SPRING | SUMMER 2016

# *action*

The Magazine of the Mandel School



## International Change Agents



JACK, JOSEPH AND MORTON MANDEL  
SCHOOL OF APPLIED SOCIAL SCIENCES

CASE WESTERN RESERVE  
UNIVERSITY

# action

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SPRING | SUMMER 2016

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**Front cover:** Social work master's student  
Breeanna Usher (left) and Wayne State  
University student Monique Gaines in India in  
January, 2016, for the short-term Study Abroad  
course "Global Health and Social Development  
in India." This photo earned Usher an Honorable  
Mention in the university's 2016 Study Abroad  
Photo Contest.

**Corrections from *action*  
Fall 2015-Winter 2016 issue**

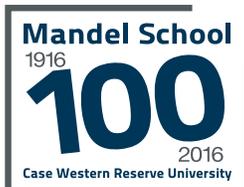
On pages 4 and 5, the following Hall of  
Achievement inductees should have been listed  
as deceased: Leona Bevis, James Cutler, Daniel  
R. Elliott, Sr., Marjorie Hall-Ellis, Hans Falk,  
Margaret Johnson, Leonard Mayo and Donald V.  
Wilson. On page 5, Geneva Johnson should not  
have been listed as deceased. Also on page 5,  
Kirsti Mouncey was incorrectly listed as "Kristi"  
Mouncey. On page 18, Peter Kole should have  
also been listed under Endowments, Grants,  
Scholarships and Special Programs, category  
\$25,000 - \$49,999, for the establishment of  
the Lenore A. Kola Endowment Fund. On page  
22, George Kuo is an MSSA 1975 graduate, not  
MSSA 1955. We apologize for these errors.



Kaori Osone, MSSA student, at the equator during her Study Abroad course to Ecuador.

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Whether they're coming from, going to or  
working overseas, students, alumni and  
faculty serve as international change agents.
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Inspiring Hope.  
Shaping the Future.

# Providing Eye-Opening Opportunities

## From the Dean

For more than 50 years, the Mandel School had an informal study abroad program, with faculty taking students overseas in small groups to learn at their side. Today, our formal short-term Study Abroad program has grown to include seven courses in five countries, with three courses in the Netherlands.

The Netherlands is one destination that began informally in 2003 when faculty member Dr. Mark Fleisher took students there. The students had such a great experience, they recommended to me that we formalize a course there. They were spot on.

I led my first course to the Netherlands in 2004, where I witnessed students being excited and minds being opened to new ideas. I remember visiting Pauluskerk (St. Paul's Church) in Rotterdam, which ministered to the homeless and drug users. The church had converted space into a homeless shelter at night and had permission from local authorities to open the facility during the day for drug users to use under supervision—and off the street—while seeing a nurse and a social worker. It was part of the Netherlands' harm-reduction approach.

One student in our Alcohol and Other Drug Abuse Specialization, Michelle, heard a user's story while we visited the church. Her mouth dropped open and she told me, "Dean Gilmore, I've seen and heard things that I thought could not happen." She later told me I should continue to bring more students to learn what the Dutch are doing, which I've done every year since.

It is so spirit-lifting to see the impact on students, more so than any other classroom course that I've taught. I see in every student the mind's expansion, a process of critical analysis as they learn about social welfare policies different than what we have in the United States, yet in reaction to the same problems. After her experience in Rotterdam, I know Michelle for the rest of her career will ask, "Is there a different approach that can be taken?"

The Netherlands course has become a model for other courses and faculty. We've since led courses to India, Bangladesh, Ecuador, Guatemala, Kenya, Turkey, Israel, Greece, Ukraine, and Ghana is on the books. You can read much more about our Study Abroad program in this issue of *action*, as well as the profound impact international students and visiting scholars are having on campus.

You can also read about the first year of our Centennial, which has been filled with Centennial Salon Series and Speaker Series events. And more is to come: The celebration continues into the 2016–2017 school year—to commemorate the admission of the first class of students in 1916—and make plans to attend Homecoming + Reunion 2016 on October 14–15, where I'm thrilled that all former deans will join me for a special "Future of Social Work" panel on October 14.

I can't wait to see you there. In the meantime, happy summer and happy reading.



Grover C. Gilmore, PhD  
Jack, Joseph and Morton Mandel  
Dean in Applied Social Sciences



In March, Dean Gilmore took a selfie in front of the Zuiderkerk Toren in Amsterdam with his Study Abroad students in the course "Social Justice in the Netherlands: Health and Violence Prevention." From left to right: Emilie Wyszynski, MSSA student, and Case Western Reserve undergraduates Tianyi (Diana) Feng (Cognitive Science and Biology); Jingqi Jia (Nutritional Biochemistry and Metabolism); and Benjamin Ratner (Computer Science).

# Mandel School Centennial Homecoming

## October 14 and 15, 2016

Festivities like these happen every 100 years.

### Friday, October 14, 2016

**12:00 p.m. – 1:30 p.m.** CWRU Homecoming Luncheon (university event)

**3:30 p.m. – 6:00 p.m.** Inspiring Hope, Shaping the Future: The Deans' Perspectives (1 CEU)

What trends shaped social work and the Mandel School in the past 40 years? And what will shape them in the years to come? This special panel discussion will feature Dean Grover "Cleve" Gilmore and three former deans:

- M.C. "Terry" Hokenstad, PhD (Dean, 1974 – 1983)  
Distinguished University Professor and the Ralph S. and Dorothy P. Schmitt Professor, Mandel School
- Richard L. Edwards, PhD (Dean, 1988 – 1994)  
Chancellor, Rutgers University – New Brunswick
- Darlyne Bailey, PhD (Dean, 1994 – 2002)  
Dean and Professor, Graduate School of Social Work and Social Research, Bryn Mawr College

Former interim deans John Yankey, PhD (moderator), and Wallace Gingerich, PhD, will also attend.

A cocktail reception follows from 5:00 – 6:00 p.m., to reunite and mingle with the deans, former faculty and fellow alumni.

### Saturday, October 15, 2016

**7:00 a.m. – 10:00 a.m.** Stephanie Tubbs Jones Homecoming 5K Run (university event)

Runners can get an early start on the day, see University Circle sights from the 5K route and benefit a great cause named for one of Cleveland's legendary political activists.

**11:00 a.m. – 2:00 p.m.** Mandel School Celebration Luncheon

Reconnect with your fellow alumni, enjoy a sit-down lunch at the historic Tudor Arms Hotel, and celebrate the Hall of Achievement inductions and the presentation of the 100 Centennial Alumni Award winners.

**3:00 p.m. – 6:00 p.m.** 100th Birthday Block Party

We're blocking off Bellflower Road in front of the school and filling it with food trucks, live music and fun! Bring family, friends and colleagues for birthday cake, tours of the renovated building and more. A free family-friendly community party that's open to all!

*Tentative schedule. Final times, locations and costs to be listed on forthcoming invitation.*



You'll have to wait another 100 years to  
[msass.case.edu](http://msass.case.edu)

# Homecoming + Reunion Celebration October 14 and 15, 2016 Open only once a century!

## To Do Before the Festivities

### Plan to Attend and Reunite

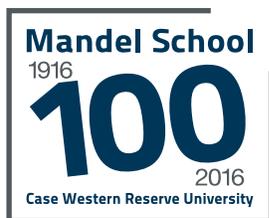
Mark your calendar for October 14 and 15, and look for an invitation in your mailbox soon! **Registration opens July 5: [case.edu/events/homecoming](http://case.edu/events/homecoming)**

### Volunteer – All Alumni Welcome

Be an important part of the festivities commemorating this historic year! Volunteers are especially needed to assist on October 15 with the luncheon and block party. Or, if you are celebrating a reunion milestone this year, help your classmates get together at the Mandel School Celebration Luncheon. Reunion Classes: 1956, 1961, 1966, 1971, 1976, 1981, 1986, 1991, 1996, 2001, 2006 and 2011. To volunteer, please contact Nada Di Franco at 216.368.2281 or [nada.difranco@case.edu](mailto:nada.difranco@case.edu).

### Book a Hotel Room

The Tudor Arms Hotel Cleveland (A Doubletree by Hilton) is our host hotel and the location of the Saturday Mandel School Celebration Luncheon. A block of rooms is reserved at \$139 per night, **available only until September 14**. For reservations, call 216.455.1260 and use group code: Mandel School. About the Tudor Arms: At 10660 Carnegie Avenue and adjacent to campus, this magnificent 12-story Gothic Revival structure opened in 1933 as the swanky Cleveland Club. In 2011 it was transformed into a high-end hotel with gorgeous public spaces, including two stunning ballrooms.



Inspiring Hope.  
Shaping the Future.



catch landmark events like these again!  
[case.edu/reunion](http://case.edu/reunion)

# School News

## School Retains Top 10 National Ranking, Has Record Enrollment Year

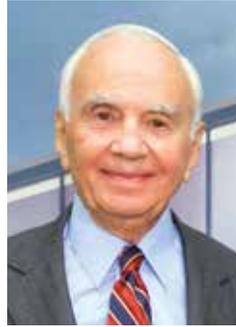
The Mandel School is once again ranked No. 9 nationally and No. 1 in Ohio, according to the ranking of graduate schools released in March by *U.S. News & World Report*—a familiar spot for the school, which has been ranked No. 9 since 2013. This new ranking of its social work master's program places the Mandel School in the top four percent of all nationally accredited MSW programs and saw its peer assessment score rise from 3.9 to 4.0.

"Being ranked the No. 9 social work program in the nation is a testament to the extraordinary education offered by our exemplary faculty and staff. It also speaks to the quality of work done by our alumni throughout the nation, for it is the alumni who every day have a positive impact on the clients and communities they serve," said Dean Gilmore.

2015-2016 was also a record school year for admissions, with more than 500 students enrolled, up 26 percent over the previous school year. Applications for 2016-2017 are up 44 percent over this time last year, putting the Mandel School on track for another record year as social work employment is projected to grow 19 percent by 2022, faster than the average for all occupations.

## Morton L. Mandel Receives Scholar-Patriot Award

The American Academy of Arts and Sciences named Morton L. Mandel as the recipient of its Scholar-Patriot Award in recognition of his philanthropy and dedication to public service. The award, which was presented to Mandel at a ceremony in January, is given for extraordinary contributions of individuals who share the vision of service held by the founders of the American Academy.



Morton L. Mandel

Anthony Gray

## City Year Service Scholarship Partnership Established

Through a new partnership with national service organization City Year, the Mandel School will offer \$15,000 annual scholarships to its corps members, staff and alumni. "City Year develops the kind of leaders we look for in applicants and we're honored to recognize their service



with scholarships," said Richard Sigg, Director of Admissions. Up to 10 recipients per year across both social work and nonprofit management master's programs will receive a City Year Service Scholarship. For details, visit [msass.case.edu/admissions](http://msass.case.edu/admissions).

## Program Evaluation Now Accessible Via PERI

The Begun Center for Violence Prevention Research and Education introduced its new Partnership for Evaluation, Research and Implementation (PERI) initiative in November to a gathering of more than two dozen Cleveland-area social service administrators and leaders. PERI is designed as a high-quality, low-cost program evaluation resource center for nonprofit organizations. Founded by Research Assistant Professor Jeff Kretschmar, PhD, and Patrick Canary, the former Director of the Center for Innovative Practices, PERI will assist community-based behavioral health agencies, juvenile courts and other nonprofits demonstrate the effectiveness of their programs and services, measure success, and ultimately increase the likelihood of future program funding. Through financial support provided to PERI from The George Gund Foundation, St. Luke's Foundation and the O'Neill Foundation, agencies can apply for PERI services and are responsible for only a portion of the total project cost. Learn more: [begun.case.edu/PERI](http://begun.case.edu/PERI).



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# Building Renovation

## The “Wow” Factor: Wide-Eyed Wonder at the Renovated Entrance, Lobby and Library

The \$9.2 million building renovation achieved several major milestones this spring with the opening of the redesigned main entrance, the debut of the Noble Commons and the relocation of the Lillian and Milford Harris Library to its new home on the first floor—transformations so dramatic that the word “wow!” is the typical response upon seeing them for the first time.

The Noble Commons, as the expansive new lobby atrium is now called, welcomes visitors into an airy, open, two-story gathering area. It features seating areas for informal gatherings, tables and chairs for work space (or eating, if an event is being held), and a nine-monitor video wall that will keep students informed of the latest developments at the school and around the world. The Noble

Commons was created and named by a \$500,000 donation from the Donald and Alice Noble Foundation, the family foundation led by David Noble and his wife **Gayle Noble, MSA 1988**.

Adjacent at the rear of the Noble Commons is the welcoming new front desk of the Harris Library, which is now located entirely on the first floor, making it and its professional librarians even more accessible to students, alumni and researchers seeking to use the country’s longest-serving social work library. The renovated library space features print and digital volumes, workspaces for guests, and a small conference room for work groups. Its renovation was

thanks to a \$500,000 donation to the Mandel School Building Renovation Fund from Seth and Lilli Harris, in memory of their parents Lillian and Milford Harris.

Progress was also made on the departmental suites. Student Services, Finance and Administration, Admissions and Institutional Advancement departments moved into their renovated spaces during the winter and spring of 2016, as did the office of the dean. Construction continues throughout the summer, with the focus now turned toward renovating all classrooms and completing the research commons in time for the start of fall on-campus classes August 29.

Tours of the renovated building are planned for the 100th Birthday Block Party October 15 during Homecoming + Reunion (see page 2).

Visiting Committee member **Pat Nobili, MSA 1983**, is amazed by the transformation of the lobby.



Maria Sharron



The Noble Commons is an expansive lobby atrium that welcomes visitors and accommodates students, staff and events.



The new home of the Lillian and Milford Harris Library.

## Claudia Coulton Serves on Executive Committee for Grand Challenges; Leads Challenge on Harnessing Big Data for Social Good

From mass incarceration, climate change and an aging population to immigration, mental illness and rising income inequality, the most pressing issues facing America have something fundamental in common: the social factor. As a call to action on these and other urgent problems, the American Academy of Social Work and Social Welfare (AASWSW) launched the Grand Challenges for Social Work initiative at the opening plenary session of the Society for Social Work and Research (SSWR) Annual Conference in January in Washington, D.C.

The Grand Challenges will promote innovation, collaboration and expansion of proven, evidence-based programs to create meaningful, measurable progress on solving these and other urgent social problems within a decade.

**Claudia J. Coulton, PhD 1978**, Distinguished University Professor and the Lillian F. Harris Professor of Urban



Steve Zorc



Research and Social Change, is on the 14-member Grand Challenges Executive Committee and is the lead author of the paper "Harnessing Big Data for Social Good: A Grand Challenge for Social Work." That

challenge recognizes that innovative applications of new digital technology present opportunities for social and human services to reach more people with greater impact, to more strategically target social spending, speed up the development of

effective programs and bring a wider array of help to more individuals and communities.

There are 12 Grand Challenges that define a science-based social agenda that promotes individual and family well-being, a stronger social fabric, and a just society that fights exclusion and marginalization, creates a sense of belonging, and offers pathways for social and economic progress. They are:

- Ensure healthy development for all youth
- Close the health gap
- Stop family violence
- Advance long and productive lives
- Eradicate social isolation
- End homelessness
- Create social responses to a changing environment
- Harness technology for social good
- Promote smart decarceration
- Build financial capability for all
- Reduce extreme economic inequality
- Achieve equal opportunity and justice

For more details, visit [aaswsw.org/grand-challenges-initiative](http://aaswsw.org/grand-challenges-initiative).

## Amy Korsch-Williams Appointed Director of Field Education

On January 1, **Amy Korsch-Williams, MSSA 2004, CNM 2011**, joined the faculty as an Instructor and to serve as the Director of Field Education, where she will provide leadership and strategic direction for the field education component of the on-campus and online social work master's degree (MSSA) programs.

Korsch-Williams brings a depth of experience both as a practicing social



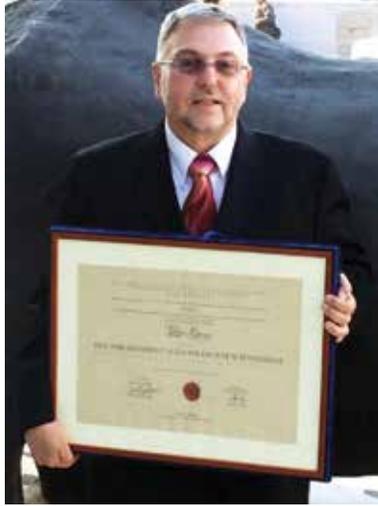
Maria Sharron

worker and as an organization leader. She has spent 17 years working in child welfare, community public health and community behavioral health practice settings, most recently as the Division Director/Painesville Site Director at Crossroads Lake County Adolescent Counseling Services. Since 2006 she has served as a Field Instructor and has also taught in the MSSA program.

# Victor Groza Awarded Honorary Degree from West University of Timisoara in Romania

Victor K. Groza, PhD, the Grace F. Brody Professor of Parent-Child Studies, received an honorary doctoral degree November 3 from the West University of Timisoara in Romania. Called the Doctor Honoris Causa Award, it recognizes Dr. Groza's significant contributions toward developing social work education in Romania, as well as his outspoken and transformative advocacy for child welfare and adoption reform in the country.

Dr. Groza's reform efforts began in 1990 in Romania, a country whose outdated adoption practices lag 30 to 50 years behind those in the United States. More than two decades later, he started to focus his work at the West University of Timisoara, implementing an education curriculum for adoption-related mental health issues and



a post-graduate program for professionals entering the field of adoption.

In his view, reform is not just about changing laws and policies; it is about transforming the way people view adoption altogether. "Children who enter adoption have a different set of genes and many have life experiences that predated entering the adoptive families," said Dr. Groza. He advocates that Romania's social work professionals must realize that a successful adoption system offers lifelong guidance to children and families.

Dr. Groza also created a faculty exchange program with West University, made possible by a recent change in European Union funding that now allows European universities to create faculty and student exchange programs with universities in the United States.

# Ilga Svechs Elected Honorary APsaA Member

Associate Professor Emerita Ilga Svechs, PhD, was elected an Honorary APsaA Member by the American Psychoanalytic Association (APsaA) for her outstanding contribution to the science of psychoanalysis. Elected by the Cleveland



Maria Sharron

Psychoanalytic Association, Dr. Svechs received the award at APsaA's 2016 National Meeting in New York City in January, one of the few (if any) social workers to be so honored in the organization's history.

Dr. Svechs received her bachelor's degree from Calvin College, which presented her with a Distinguished Alumni Award in 2012. After earning a master's degree in social work from the University of Michigan, Dr. Svechs pursued postgraduate studies in clinical social work at Smith College in Massachusetts. Smith assigned her to Cleveland for her fieldwork, and she began as a medical social worker at Cleveland Metropolitan General Hospital (now MetroHealth System).

She received a PhD in developmental psychology from the Union Institute in 1988 before beginning a distinguished career on the teaching faculty at the Mandel School for 29 years. She also started a private psychotherapy practice. Although Dr. Svechs retired from teaching in 2001, her private clinical practice continues and she serves as a member of the editorial board of the journal *Psychoanalytic Social Work*.

Dr. Svechs has also been lauded in her birth country of Latvia. In 2010, the government bestowed upon her the "Cross of Recognition," the country's highest civilian award for outstanding commitment to Latvia, especially in the fields of education and culture. The honor had even more significance to Dr. Svechs, since her father was a recipient of the same award in 1935, a few years before the country's occupation by the Nazi and communist regimes.

# David Biegel and Elizabeth Tracy Inducted as SSWR Fellows

David E. Biegel, PhD, Henry L. Zucker Professor of Social Work Practice and Chair of the Doctoral Program, and Elizabeth M. Tracy, PhD, Grace Longwell Coyle Professor in Social Work and Associate Dean for Research and Training, were inducted as 2016 Fellows of the Society for Social Work and Research (SSWR) January 16 at the SSWR 2016 Annual Conference. This honor recognizes their individual accomplishments, leadership and contribution to social work research and acknowledges their roles as role models and mentors for individuals pursuing careers in social work research.

## Treating Trauma in Juvenile Offenders Can Aid the Formation of Social Relationships, Reduce Recidivism

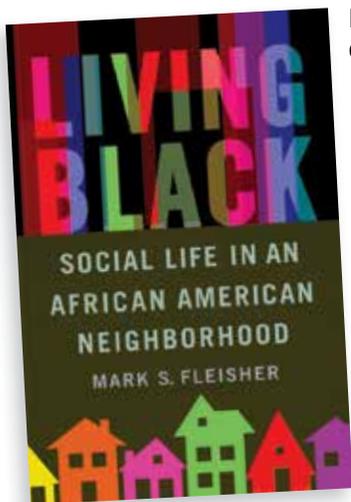


Fredrick Butcher, PhD

Analyzing data from the Begun Center's evaluation of Ohio's Behavioral Health/Juvenile Justice (BHJJ) program, a new study published in *Social Science & Medicine* explores the impact on youth in highly disadvantaged neighborhoods who are exposed to violence at high rates and have trauma symptoms as a result. The researchers suggest offering better screening for trauma and better treatment to youths in community settings. Results from the Begun Center's 10-year evaluation of BHJJ has found that the program is cheaper—about \$5,000 per youth per year as opposed to \$167,000 a year to incarcerate each young offender—and a more effective option for reducing recidivism, with 3.5 percent of BHJJ-enrolled youth ever being committed to state-run juvenile institutions. Youth also showed decreases

in trauma symptoms, substance use and problem severity. The research was funded by the Ohio Department of Youth Services and the Ohio Department of Mental Health and Addiction Services. Begun Center co-authors of the study and evaluation are Research Associate Fredrick Butcher, PhD; Senior Research Associate Jeff M. Kretschmar, PhD; and Research Associate Krystal Tossone, PhD.

## *Living Black* by Mark Fleisher Offers Window Into Daily Life



Despite real and enduring poverty, the community described in *Living Black: Social Life in an African American Neighborhood* by Mark S. Fleisher, PhD, Research Professor at the Begun Center for Violence Prevention Research and Education, has a vibrant social life and strong ties among generations, dispelling the stereotype of a dysfunctional ghetto. It was named one of *Chicago Book Review's* Best Books of 2015. Dr. Fleisher formerly worked at the Federal Bureau of Prisons and at Illinois State University. He is the author of *Beggars and Thieves*, *Dead End Kids*, and *Warehousing Violence*.

## Poverty Center Research Illuminates Magnitude of Lead Crisis

The effects of lead poisoning on children has been a major focus of the Center on Urban Poverty and Community Development for several years and has increased this year in the face of the nation's growing lead crisis.

An unpublished 2015 report by the Poverty Center with Cuyahoga County Invest In Children shows an alarming 78 percent of the 620 children enrolled in the county's universal pre-kindergarten program tested positive for lead in their bloodstreams.

Another 2015 report, "The Association between Elevated Blood Lead and School Readiness Among Children Attending Universal Pre-Kindergarten in Cleveland," showed that children with lead in their blood did worse on every evaluation than those without lead poisoning, and those with higher lead levels did the worst. By the end of the year's program, those with lead exposure were behind even the children who had never been tested were at the start of the year.

Though there has been increased media attention on lead prevention, not enough attention has been focused on housing, argued Poverty Center Co-Director Rob Fischer, PhD, in an editorial in *The Plain Dealer* in November. To help children, Cleveland and other urban cities should use best practices that focus on preventing lead contamination by targeting lead-riddled housing in poor neighborhoods before young families move in and creating a rental registry of lead-free homes.

# Mark Joseph Co-Authors *Integrating the Inner City*

The mixed success of Chicago's foray into mixed-income development is detailed in the new book *Integrating the Inner City: The Promise and Perils of Mixed-Income Public Housing Transformation* (344 pages, University of Chicago Press), co-written by Associate Professor Mark L. Joseph, PhD, founding director of the National Initiative on Mixed-Income Communities (NIMC) at the Mandel School, and Professor Robert J. Chaskin, PhD, at the University of Chicago School of Social Service Administration. Book launch events happened in Cleveland, San Francisco, Chicago and Washington, D.C.

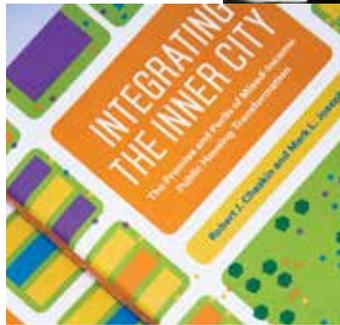
In the most thorough examination of mixed-income public housing redevelopment to date, Drs. Joseph and Chaskin draw on seven years of field research, including in-depth interviews with hundreds of mixed-income housing residents and numerous development professionals, and observing more than 500 community meetings and events.

The book's focus is a \$3.2 billion (and counting) transformation of Chicago's notorious high-rise public housing that has dramatically changed the urban landscape there, attracting affluent residents to segregated areas and catalyzing revitalization in long-marginalized neighborhoods. But far fewer low-income Chicagoans at the heart of the city's initiative—replacing deteriorating public housing with high-quality mixed-income communities—have been helped than intended when the ambitious plan was launched 15 years ago.

In fact, mixed-income development—an anti-poverty strategy to build diverse communities of market-rate renters, owners and public housing residents—has often created a sense of isolation for poor residents within their own communities. So far, the approach has helped few improve



Mark Joseph, PhD, Associate Professor and Director of the National Initiative on Mixed-Income Communities, signs copies of his new book, *Integrating the Inner City*.



their social and economic standing.

"As an anti-poverty strategy, policy was ahead of knowledge. We

found some measures of success: The pizza guy will bring pizza to these neighborhoods now. Low-income families live in beautiful housing in safer and more stable areas. But as a platform to get out of poverty? Our analysis suggests that is not happening on the aggregate," said Dr. Joseph.

For one, property managers were ill-equipped and unwilling to handle conflicts and culture clashes—or tackle the delicate task of creating a community among their diverse range of residents. In some cases, complexes even had two sets of rules; lower-income residents were not allowed to grill or have pets, while condo owners could do both.

As a result, lower-income residents reported feeling stigmatized and alienated by their middle- and high-income neighbors.

"Whatever people carried in terms of stigma or discomfort became intensified in close quarters," Dr. Joseph said. "These communities are a reflection of the broader project in

America: How can we live together in a diverse society, across lines of difference? How do we live together when we're uncomfortable with each other?"

The book suggests mixed-income developments could be more effective at decreasing poverty as part of broader strategies that address workforce development and public education, as well as an approach to property management and community engagement that create a more even playing field.

Dr. Joseph and his colleagues at NIMC ([nimc.case.edu](http://nimc.case.edu)), which he founded in 2013, are currently working with governments, private builders and citizens, including most recently in Washington, D.C., and Ferguson, Missouri, to create future mixed-income developments that are more effective at fighting poverty.

Dr. Joseph also now regularly blogs for Rooflines, the community development blog of *Shelterforce* magazine, published by the National Housing Institute. His first blog post, "A Critical Piece of the Mixed Income Puzzle," was published February 19.

## *Giving* That Gives Back

Charitable Gift Annuity Supports the School and Provides Lifetime Payments For Peace of Mind



In 2013, Mandel School supporters George and Barbara were looking for an investment that would pay substantially more than the low interest rates offered by certificates of deposit (CDs). They had worked hard throughout their lives and saved what they could for retirement, but they also had philanthropic ambitions.

Essentially, George and Barbara discovered that making a charitable gift annuity (CGA) to the Mandel School allowed them to support their charitable interests while providing them a tax-advantage and earning them income. Plus, the amount of their CGA income payment would never change during their lifetimes—no matter what happened with interest rates or the stock market.

They decided it was a win-win opportunity and selected a two-life CGA, which meant income payments would last throughout both of their lifetimes. George and Barbara were also pleased to know that should either of them pass away, the other would continue to receive payments. When making the commitment, George commented that he couldn't believe more people don't do this. Unfortunately, George passed away in 2014. Barbara still receives payments and will continue to throughout her life, which provides her with peace of mind.

Through the annuity, she is receiving:

- Guaranteed lifetime payments
- Income tax benefits
- Choice about how the gift will support the Mandel School

### How It Works

George and Barbara had contributed \$100,000. Based on their ages and type of annuity (two life), she is paid \$6,100 annually through quarterly payments of \$1,525 deposited directly into her bank account. At the time of their gift, George and Barbara were eligible for a \$44,657 charitable income tax deduction. Plus, a significant portion of income from the annuity is tax-free.

### Charitable Gift Annuity Returns

Here are a few examples of the current rate of return available on a CGA with Case Western Reserve University to benefit the Mandel School. The minimum gift is \$20,000.

| Age | Annuity Rate |
|-----|--------------|
| 60  | 4.4%         |
| 65  | 4.7%         |
| 70  | 5.1%         |
| 75  | 5.8%         |
| 80  | 6.8%         |
| 85  | 7.8%         |
| 90  | 9.0%         |

To learn more about how a CGA can benefit you and the Mandel School, please call Nora C. Hennessy, MNO 2004, Associate Dean for Institutional Advancement, at 216.368.0113.

# In Memory: Joseph Mandel, Renowned Philanthropist and School Benefactor

Joseph Mandel passed away March 22, at the age of 102. Joseph and his brothers, Jack and Morton, transformed the Mandel School with their generosity and steadfast commitment to creating leaders in social change.

"Joe and his brothers Jack and Mort have been visionary philanthropic leaders committed to making the world a better place. I will always remember Joe with a broad smile on his face as he listened to our social work students describe the work that they do to better people's lives and build stronger communities. He leaves a rich legacy of people whom he supported who are fulfilling his mission," said Grover C. Gilmore, the Jack, Joseph and Morton Mandel Dean in Applied Social Sciences.

Joseph Mandel also leaves a beloved piece of artwork on campus. An avid sculptor, he created the brightly-colored modern metal sculpture in the back courtyard of the Mandel Community Studies Center, which he donated in 2007.

Case Western Reserve University President Barbara R. Snyder said, "With his brothers, Jack and Mort, Joseph transformed exceptional success in business to philanthropic engagement that has touched literally



Joe Mandel (right) greets Dean Gilmore at a Mandel Scholars luncheon in 2008.

2008 Nannette Bedway

thousands of lives, including many members of the Case Western Reserve community."

Born in Poland in 1913, Joseph Mandel was a business leader, philanthropist and co-founder of Premier Industrial Corp. in 1940 and the Mandel Foundation in 1953. One of the largest foundations in the United States, it supports leadership education programs in its own institutions and at several universities internationally.

Hanging in the lobby of the Mandel Community Studies Center is a quote from the Mandel brothers: "The hallmark of our philanthropy is

our commitment to invest in people with the values, ability and passion to change the world."

The Mandel brothers have a more than 50-year association with Case Western Reserve. Most recently, the Mandel Foundation served as the lead donor of the Mandel School's building renovation project. The \$4.95 million gift was part of an \$8 million award made in 2013—one that also endowed the dean's position.

Jack Mandel, the eldest Mandel brother, died in 2011 at the age of 99.

## Deborah Goulish, MSSA 1974, Gives Out of Gratitude

Deborah Gibson Goulish was an undergraduate at the College of Wooster when she caught the social work bug. She had undertaken independent study projects in medical sociology and volunteer work with abused and neglected children, quickly discovering that she wanted this to be her career path. She applied and was accepted to multiple graduate programs, choosing the Mandel School because of its national ranking and commitment to social work in health care.

With two hospital field placements under her belt and exposure to a range of social work practice settings by faculty and fellow students, she set her sights on working in the medical field. It didn't take long for that to happen. Akron Children's Hospital hired her before she graduated.

She began her career providing social work services to families with children in the neonatal intensive care unit and to children with chronic illnesses and disabilities. In 1982, she was promoted to Social Services Director. As the



Marianne Lax

hospital grew significantly over the next 30 years, so did her department, expanding from a staff of eight to 50 employees by the time she retired in 2013.

Goulish fondly remembers her time at the Mandel School and the education she received, with the social work methods classes she took and classes with Assistant Professor Caroline Tempio really standing out. "She kept the atmosphere fairly informal and used her infamous group work leadership skills to help us discuss patients' needs and practice

challenges," Goulish said.

She began donating to the Mandel School shortly after starting her social work career in 1974. She said she continues to donate because she is grateful for the financial help she received and for the professional education. "I have given out of gratitude to the school and a sense of commitment to continue to grow the profession," said Goulish.

# International Change Agents

## Short-Term Study Abroad Program Opens Up a Whole New World

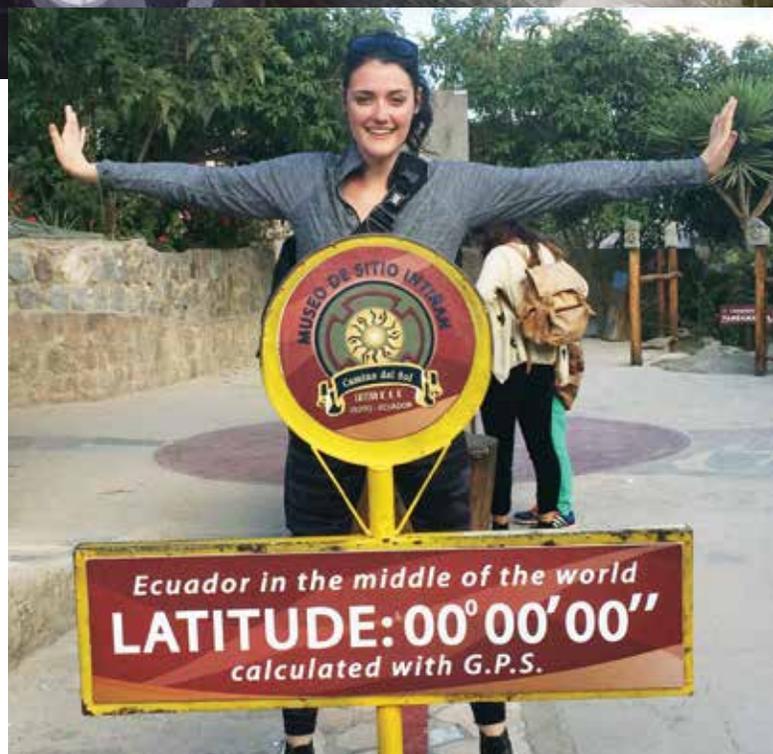
Breeanna Usher, an advanced standing MSSA 2016 candidate, came to the Mandel School from Los Angeles, where she had some international exposure working as a church volunteer to provide social services to underrepresented immigrants. That was enough to pique her interest in studying abroad. She had never been outside of the United States, so she jumped at the chance to learn firsthand about different social welfare policies and immerse herself in new cultures through the short-term Study Abroad program.

She first went halfway around the world during winter break 2015-2016 for the "Global Health and Social Development in India" course and then to the Netherlands during spring break for a "Social Justice: Health & Violence Prevention" course.

"I did not know what to expect on my first trip abroad. I took the advice everyone had been giving me by remaining open-minded. I can honestly say the experiential learning I received was inimitable," said Usher. "Being immersed into another culture in such a welcoming manner by villages and delegates alike was remarkable."

Usher's experience is not unique, said Assistant Professor Deborah Jacobson, PhD. As Director of International Programs at the Mandel School from 2007-2015, she administered all international travel/study programs. She also taught and led hundreds of students and alumni in nearly 20 courses over the past decade in a diverse range of countries, from India, China and Bangladesh to Israel and Ecuador. She continues to lead the course to India.

Dr. Jacobson said students are often anxious before traveling and have stereotypes of the country where they're going, but all that changes. "What I see afterwards



**Nina Holzer, MSSA/MNO 2016**, Research Assistant and Project Manager at the Center on Urban Poverty and Community Development, was at the equator during a Study Abroad course to Ecuador.

is life-changing. Students say they learn about a new culture and their own culture while gaining a lot of self awareness," she added. "Career choices often change as students choose paths with more of a purpose down the line. They also feel they can work better with diverse populations."

Assistant Professor **Mark Chupp, PhD 2003**, who became Director of International Education Programs last June, has led six courses to Ecuador since 2011 and two courses to Guatemala since 2009. He has also witnessed dramatic changes in students.

"Students see social work in a new light. Staying with rural Quichua families in Ecuador, students are often fascinated with how contented children and adults are living in simple rural homes. They come home interested in simplifying

their lifestyles and cutting back on needless consumption," said Dr. Chupp. "After seeing the Amazon rainforest, many also become advocates for preserving it."

### Courses Offer a True Global Perspective

The Mandel School offers one-third of all of Case Western Reserve's short-term study abroad programs, with courses open to all undergraduate and graduate students at Case Western Reserve, regardless of their major.

In 2016-2017, there are eight three-credit courses—two during winter break (India and Ecuador), five during spring break (Guatemala, Poland and three courses to the Netherlands), plus an all-new course to Ghana in May 2017.

Students are required to attend two or three pre-trip meetings, write a pre-trip assignment, attend a post-trip meeting and turn in a final assignment. Study Abroad courses are also available to students at other universities, as long as their breaks fit with the schedule and they can attend pre- and post-meetings. Wayne State University student Monique Gaines, who is pictured on the front cover, went on the most recent trip to India.

Dr. Jacobson said there are numerous benefits to offering the courses to any major and outside schools, most importantly, exposure to multi-disciplinary teams. "While these are social work courses, more than 50 percent come from other disciplines, which enriches the learning experience for everyone."

Nursing and psychology student Precious Amoako is one undergraduate who took full advantage of the Study Abroad program—taking courses in all five countries where they were offered, which was enough to fulfill a minor in social work. In the fall, she is headed to Columbia University, where she will be pursuing a master's degree in public health.

"My first course to the Netherlands got me thinking about things in a different way and inspired me to take more study abroad courses. It



Precious Amoako with Dean Gilmore

changed my perspective forever on culture and policies," said Amoako.

All travel arrangements, including flights, hotels, most meals and site visits are handled to make each trip as smooth, seamless and safe as possible so students can focus on academic sessions and the in-country experience. Valerie Rambin, Program Manager of International Education, also arranges pre- and post-trip seminars and handles recruitment. She joined the Mandel School in 2015, but has been working in international education since 2008, so she can appreciate the uniqueness of the Study Abroad program.

"Helping the students keep an open mind is where our faculty really shine. They have a strong commitment to helping them understand comparative practices, but always from a sense of openness, a position of objective observation and with a lack of judgment," Rambin said.

### Giving and Receiving

Victor Groza, PhD, the Grace F. Brody Professor of Parent-Child Studies, took his first trip out of the country to Romania in 1991. "It changed my life in such a fundamental way that I thought it would be a great opportunity for others," he said.

Since then, he has led more than a dozen trips to Romania, Ukraine and Belize. Since 2008, Dr. Groza and Assistant Professor **Zoe Breen Wood, PhD 2012**, have led annual trips to Guatemala, where their motto is "learning and giving." They ask every organization they will visit to provide a list of items that would help them improve their work. Students

## Short-Term Study Abroad Courses

Study Abroad courses each offer 3 credit hours to graduate and undergraduate students from any major. Courses in 2016-2017 include:

Global Health and Social Development in India (SASS 375G/575)

Health, Human and Social Development in Ecuador (SASS 375A/575)

Child Welfare in Guatemala (SASS 375D/575)

Gender and Sexuality Justice: LGBTQ life in Contemporary Dutch Culture (SASS 375F/575)

Mental Health Issues & Practice in the Netherlands (SASS 375B/575)

The Netherlands Social Justice: Health and Violence Prevention (SASS 325/575)

Invisible Groups in a New Poland (SASS 375C/575)

21st Century Ghana: Culture, Institutions and Development in West Africa (SASS 575)

then raise donations to purchase the items, which might range from medical supplies to lice shampoo to sports equipment. Students are involved in packing and transporting their donations and then they get to see where the donations go.

"It makes the experience more equal. We are not just learning and taking their time, but providing concrete aid to respond to their needs," he said.

Dr. Groza saw the transformation in himself 25 years ago and has been seeing it for 25 years in students studying abroad. "The struggles, the joys, the challenges and the opportunities. It broadened my perspective and made me a better, more informed child advocate. The same happens in our students. They witness innovations and efforts of individuals to change the world around them. They become inspired for the change they can make."

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Learn more about the Study Abroad program at [msass.case.edu/studyabroad](http://msass.case.edu/studyabroad).



## International Students Bring a Global Perspective

International students account for approximately 10 percent of the total on-campus student population at the Mandel School, contributing to the diversity and internationalization of their classrooms, the school and the Cleveland community, while themselves becoming leaders who will make positive changes around the world.

"It's amazing how international students can articulate what's happening in our country versus their country. The combination of students from all over and the knowledge about other cultures and practices they contribute is invaluable," said **Soad Mansour, MSSA 1972**, Director of International Affairs.

Several international students shared their thoughts on studying in the United States and at the Mandel School, and what their futures hold.

### Susan Yoon

**PhD Candidate 2016**

Yoon received a bachelor's and master's degree in social work from Ewha Woman's University in Seoul,



Susan Yoon

Susan Yoon (left), PhD Candidate 2016 from South Korea, with **Soad Mansour, MSSA 1972**, at the annual dinner party Mansour hosts for international students and their families at her home at the end of the school year.

South Korea. She came to the Mandel School from Daejeon, South Korea. After graduating in May, she will join the faculty of the College of Social Work at The Ohio State University in July as Assistant Professor (tenure track).

### On Pursuing a Doctorate

I wanted to contribute to promoting human well-being, especially the healthy development of vulnerable children, through research and teaching. As a researcher, it is my goal to generate new knowledge that will promote well-being and resilience in children who have experienced maltreatment. As an educator, I want to equip my students with tools to become social work leaders in the field.

### On Becoming a Change Agent

I had Professor **In-young Han, PhD 1988**, as one of my academic mentors at Ewha Woman's University. She described the Mandel School as a warm, yet intellectually stimulating environment. I was very impressed by the excellence of the faculty, wonderful resources and a strong focus on students. I am grateful for the unforgettable research and learning experience faculty members have offered me. Through their exceptional training and mentorship, I am prepared to be a successful scholar/researcher. I am equipped with the expertise, interest and motivation necessary to successfully act as a change agent in the world.

### Junko Shimizu

**Dual MSSA/MNO Student**

Second-year student Junko Shimizu is from Tokyo, Japan, and will graduate in December. After undergraduate school, Shimizu was a medical social worker at a hospital in Japan for five years. She plans to return to Japan and would like to work with individuals, nonprofit and for-profit organizations, to increase the quality and sustainability of human services in Japan.

### On Choosing the School

The MSSA/MNO joint degree program was really attractive. Plus, the school has a strong connection with the Greater Cleveland community, which is filled with philanthropic culture. The variety of field opportunities also intrigued me.

### On the Transition

My transitional experiences were actually harder than I expected. However, the Mandel School and Soad [Mansour] provided a lot of local information and academic tips, and I met second-year international students and international alumni. Also, through Local International Konnections' activities, I could feel connected to both the school community and my own culture, which was meaningful for me to "survive" graduate school life with keeping my cultural identity.

### Shi Shi

**MSSA Student**

Shi Shi is a first-year student from Beijing, China, with a bachelor's degree in business English from the Beijing University of Technology. Shi Shi learned about the Mandel School through its *U.S. News & World Report* top-10 ranking. After graduating, she wants to work for an international agency, such as UNICEF, to help other people on a macro level.

### On Pursuing Social Work

I cannot turn a blind eye to the helpless, so volunteer activities have become a norm in my life. During college, I went with a team to an elementary school in an impoverished area. In China, we don't give ample emphasis to vulnerable groups and lack professional social workers to care for them. I am eager to learn more conceptual and practical social work knowledge so I can make my contribution to China's social work construction.

### On the Mandel School

It provides students with many practical field-learning opportunities, which will enable me to apply cutting-edge knowledge into real-life practices. The Mandel School boasts great diversity; so, I will expose myself to a rich cultural environment, learn from people with different backgrounds and expand my global perspectives.

# International Ally: Soad Mansour, Steward for Overseas Students, Retiring at End of June



Maria Sharron

Soad Mansour

For **Soad Mansour, MSSA 1972**, Director of International Affairs at the Mandel School, retirement at the end of June will be bittersweet after acting as an ambassador for hundreds of international students since 1999.

“Nothing gives me more pride than seeing students move ahead. It’s just like your children. This has been a very difficult decision to make. I’ve enjoyed every minute of it.”

All the time, the hours don’t matter because it’s worth it,” she said.

The Mandel School had been hosting international students and faculty for several decades. But it wasn’t until 1999, when former Dean Darlyne Bailey, PhD, asked Mansour to be the Director of the new Office of International Affairs, that all international activities would be coordinated under one umbrella.

“I was honored to be asked, but at first reluctant because I had established a large organization [Towards Employment] 20 years prior. I was told overseeing the new office would be a small undertaking and I knew I could make meaningful contributions,” remembers Mansour.

What may have started small quickly grew, as coordinating international activities at the Mandel School included international visitors, lectureships, colloquiums, travel and study abroad. Today, the office serves as a focal point for all international students, as well as faculty and staff.

From just a handful of international students in the 1990s, their numbers have continued to expand. Prior to May’s graduation, there were 25 international students in the master’s program and seven active international PhD students—which is about 10 percent of the total student population.

“Soad has been a wonderful colleague for 20 years, possessing a clear vision for leading international affairs with a personal touch. Her deep understanding of cultural differences has helped scores of international students and visiting faculty,” said Dean Gilmore.

## A Mentor and Friend

Mansour said she enjoys forming personal relationships with students and still hears from many students from all corners of the globe. Once news of her retirement got out, the emails started pouring in, making it clear current and former students feel the same way about Mansour retiring as she does.

“The decision you made to retire must be very hard, after you have devoted tremendous passion, energy, time, knowledge and love to the Mandel School and international

students. Without your loads of support and encouragement, my life and study in the States wouldn’t have been as smooth and fruitful,” said **Yangqi Yue, MSSA 2013**, in an email. Yue returned to China after graduation, where she first worked for the United Nations Development Programme (UNDP) and now works as Financial Inclusion Program Lead at Visa in Beijing.

**Angelica Contreras-Ferron, MSSA 2010**, echoed that sentiment. “I’m lost for words with the news of your retirement, but I’m happy for you. Because of you I learned to be an advocate for myself and have more confidence in what I believed; because of you I wasn’t ashamed of my culture and was able to teach others about it. You have changed so many lives.” She signed her email, “Your number 1 fan!”

## From Cairo to Cleveland

Mansour was a Field Work Instructor at the Institute of Social Work in Cairo, Egypt, in the early 1960s when she and her husband, **Ahdy Mansour, MSSA 1970**, decided to travel abroad for a social work master’s program. After researching a number of programs, they chose the Mandel School, immigrating to Cleveland and enrolling in 1968. At the time, she had no idea she would stay for nearly half a century, but Cleveland and the Mandel School quickly grew on her.

After graduating, she worked for the City of Cleveland, developing the city’s first youth employment program. She then founded Towards Employment Inc., in Cleveland, serving as Executive Director for 20 years. The organization has provided job readiness training, placement, retention and supportive services to more than 122,000 low-income job seekers.

In 1996, she made her way back to the Mandel School as Field Faculty Advisor and Instructor, a position she continued to hold even after becoming Director of International Affairs. To reduce her workload, she focused solely on the Office of International Affairs starting in 2012.

Mansour’s relationship with prospective students begins after they are accepted. She connects them to alumni and second-year international students to answer any questions and help make their decision. Once they decide, she stays in contact through email. When they arrive on campus, there is a special orientation session. Mansour also meets with students one on one and her door is always open to students to discuss any issues, answer questions and provide support. She started a weekly three-hour support seminar that’s held for seven weeks in the fall each year and includes spoken English lessons and advice on how to adjust to academia and life in the United States. And, Mansour is an advisor to Local International Konnections (LINK), a student group that connects domestic and international students.

“One of my proudest accomplishments is that we’ve established an atmosphere of home for students who are thousands of miles away so they feel comfortable here, and can spread their wings and succeed,” Mansour said.



# Laura Hokenstad, MSSA 1996

## Manager of Safety and Security Save the Children

### Off to Africa

Laura Hokenstad arrived in Sierra Leone, Africa, in 2015 in response to the Ebola crisis—with schools and stores closed under emergency orders—to serve as Manager of Safety and Security at Save the Children, an International NonGovernmental Organization (INGO).

### Transforming Children’s Lives

In her role, she works to build baseline safety and security capacity to facilitate risk mitigation for staff and beneficiaries. Her team organizes a coalition of agencies to share information on the safety and security situation and maintain situational awareness. The coalition-building approach relies on many of the components of social work, including confidentiality, cultural competency and community organizing.

### Social Justice In Her DNA

Hokenstad comes from a family of social workers, where she has been inspired by the importance of social justice. Her parents were both involved in the civil rights movement and her father is Professor Terry Hokenstad (see page 17). Her older sister, **Alene Hokenstad, MSSA 1990**, is Senior Director at IRPO, a national organization of 400 professionals providing health care assessment and improvement programs.

### Hitting the Ground Running

Hokenstad moved to Alaska after graduation from the Mandel School when she took an entry-level job with the American Red Cross. Subsequently, she worked as Director of Exercises and Training for Emergency Preparedness for the New York City Department of Health and Mental Hygiene, and the Federal Emergency Management



Maria Sharron

**Laura Hokenstad, MSSA 1996**, and her father, M.C. “Terry” Hokenstad, PhD, Distinguished University Professor and the Ralph S. and Dorothy P. Schmitt Professor.

Agency (FEMA). FEMA deployed her to New York City for its 9/11 response, where she worked with nonprofits to organize for long-term recovery. This coalition building facilitated the development of case management systems for vulnerable disaster survivors.

### Going International

After relocating to Chicago to work for the Red Cross again for two years, she decided to delve into the international arena and moved to Doha, Qatar, to develop a crisis management program. In 2011, Hokenstad represented the United States at the International Forum on Post-Disaster Reconstruction and Sustainable Development held in the Sichuan Province in China, which was the location of a massive earthquake in 2008.

### Advice for Entering International Social Work

Hokenstad offered advice for both students and alumni on getting into international social work:

- Take advantage of every option available at Case Western Reserve—from Study Abroad to courses in other schools—and consider the possibility of a dual degree
- Learn a second language
- Be open to living internationally or in remote or harsh conditions
- Be flexible
- Pay your dues (volunteering can be a great way to do this)
- Field experience is a big advantage for being more marketable and credible

# International Context Paramount to Stateside Social Work

Where was your clothing made? Where is the gasoline in your car from? These are the types of questions M.C. "Terry" Hokenstad, PhD, Distinguished University Professor and the Ralph S. and Dorothy P. Schmitt Professor, asks students in his SSWM 546 International Social Work course. The answers show how everyday life fits within an international context.

Approximately 10-15 students take the specialized course annually, taught by Dr. Hokenstad for the last 25 years. With a lengthy resume of international experiences and accomplishments, Dr. Hokenstad is a perfect match to teach the course. To name just a few, he is a National Association of Social Workers (NASW) Social Work Pioneer for his work on international aging issues, a recipient of the International Association of Schools of Social Work (IASSW) Katherine A. Kendall Memorial Award and the Council on Social Work Education (CSWE) published a paper in 2014 celebrating his many

contributions to social work education domestically and internationally. He is also a member of the NGO Committee on Ageing at the United Nations.

"What we are doing in the international program is trying to provide them some knowledge and skills for working internationally," Dr. Hokenstad said. "Some of the skills are the same as working in this country, but it is a different framework and understanding."

Other major components of the course include an examination of both social development and human rights. "Human trafficking is another area in this country that is very important to understand," he said. "Social workers who don't see themselves as internationalists still are functioning in a society where the problems and people they are dealing with may well have an international context."

Many social services available in the United States originated internationally. Hospice care began in

England and social security originated in Germany, Dr. Hokenstad said.

"In order to be an effective social worker in the United States, one has to have some understanding of the international scene," he said.

In the course, students must present about social work in another country, and often talk with professionals working with refugees or sex trafficking victims as part of their research. As an optional course component, Dr. Hokenstad has taken students to the United Nations headquarters in New York.

Students have gone on to work in a variety of roles: with Save the Children, serving in Sierra Leone during the Ebola crisis; with the International Justice Mission, coordinating after care with sex trafficking victims in Cambodia; and with the United Nations Development Programme in China, creating social development programs for the aging population.

## Alumni Create Change Around the World

Mandel School alumni have distinguished themselves as leaders in non-governmental organizations, academia and government in countries around the globe, making small and big changes in their respective corners of the world.

**Ijeoma Mba, MSSA 2013**, who is from Atlanta, put her Community Practice for Social Change concentration experience to work internationally after graduating. She is a Program Officer and Global Health Corps Fellow at the Foundation for Community Development and Empowerment (FCDE) in Uganda. She helps mobilize communities around health and economic well-being in the Kasese District, an area that has been plagued by conflict and civil war.

In March, she spoke via Skype to a group of Mandel School students about community development and empowerment in Uganda, telling them, "My experience at the Mandel



**Ijeoma Mba, MSSA 2013**, speaks from Uganda to a group of students via Skype.

School has really allowed me to do a lot of wonderful work in Uganda and create sustainable change by working with our local organizations to implement their own projects and have them run effectively and efficiently."

Following is a small sample of internationally employed alumni and their job titles:

### **Hoda Badran, DSW 1967**

President of the Alliance for Arab Women and Chair of the newly-revived Egyptian Feminist Union, Cairo, Egypt

### **Darlene Grant, PhD, MSSA 1984**

Country Director, Peace Corps Kosovo (previously Country Director, Peace Corps Mongolia)

### **David Pedlar, PhD 1997**

Director, Research Directorate-Veterans Affairs Canada

### **Fumitake Sakamoto, MNO 1999**

Associate Professor, St. Paul University, Tokyo, Japan

### **Min Kyoung Jun, MSSA 2008, PhD 2014**

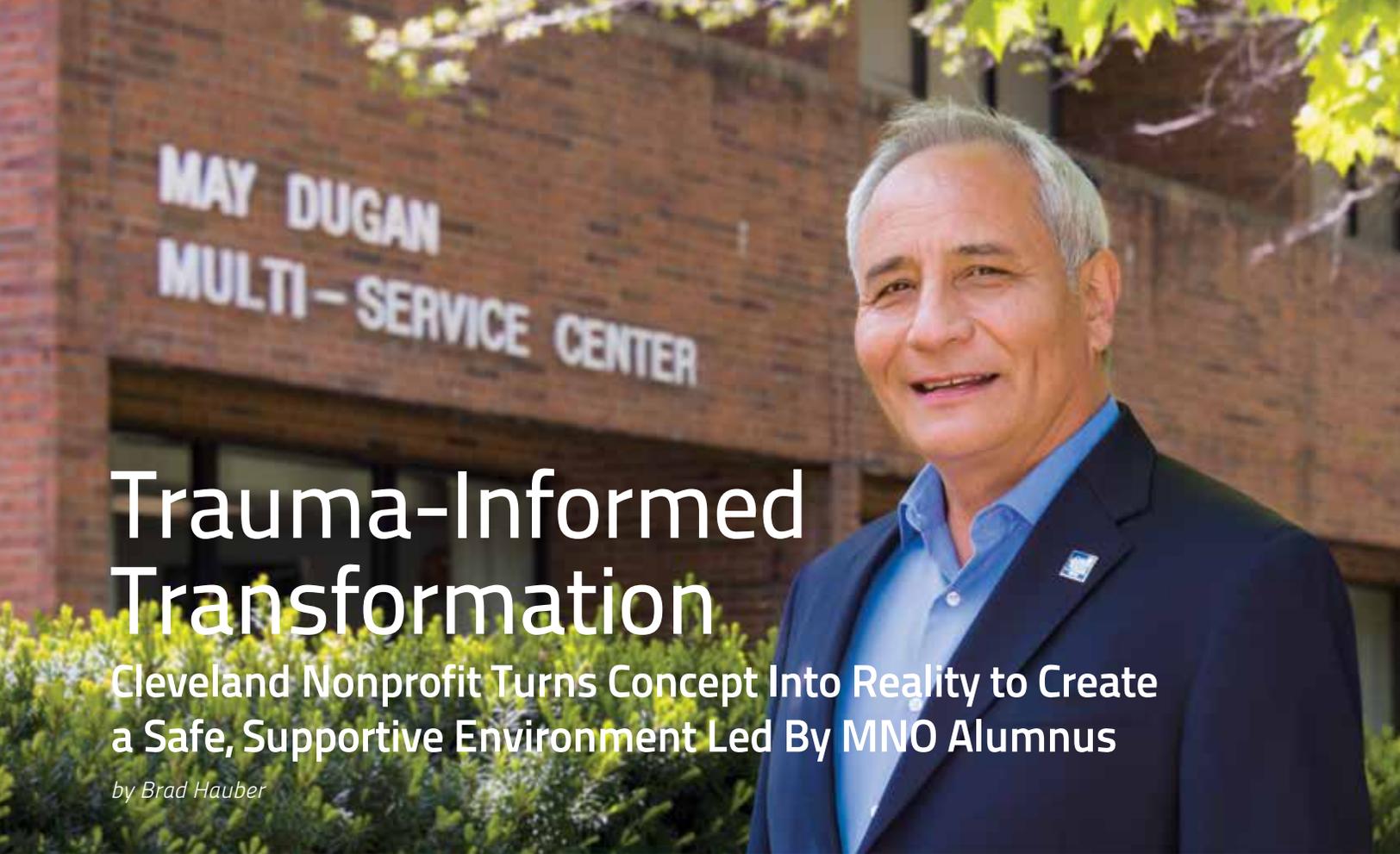
Research Fellow, Gyeonggido Family and Women's Research Institute, South Korea

### **Seok Joo Kim, MSSA 2007, PhD 2013**

Assistant Professor, Department of Social Welfare, Daegu University, Gyeongsan, South Korea

### **Latoshia Tyler, MSSA/MPH 2015**

Peace Corps Ghana



# Trauma-Informed Transformation

## Cleveland Nonprofit Turns Concept Into Reality to Create a Safe, Supportive Environment Led By MNO Alumnus

by Brad Hauber

**Rick Kemm, MNO 1998**, Executive Director of the May Dugan Center.

“Reserved for Joe.” That small, handwritten message taped to a chair in the back of the community education classroom at the May Dugan Center in Cleveland speaks volumes about the progress the center has made in becoming a trauma-informed agency.

Control and choice are two important hallmarks of trauma-informed care. Something as simple as reserving a chair for a student working on earning his GED addresses both, and is part of creating calm, supportive environments for everyone.

Led by Executive Director **Rick Kemm, MNO 1998**, the May Dugan Center is a multi-service community agency that provides mental health and community support services, community education, food, clothing, health and wellness screenings, and more to lower-income residents of Cleveland’s near west side neighborhoods.

The center began its path to being trauma informed in 2010 when Kemm hired Sue Marasco, PhD, as Director of Education. She was reviewing

student files and saw documentation of PTSD diagnoses in the files of two political refugees. Before she had even met a student or planned a lesson, she began researching how to accommodate people recovering from trauma. What developed was a classroom designed to be calm, supportive and physically safe.

Within a year, the center became known as the program to refer individuals to “who needed a calmer environment,” said Marasco. “We started getting referrals from the court system as individuals left jail and prison, from recovery support services that help individuals stay sober, and from The MetroHealth System and other agencies.”

The center sought trauma-informed training to further refine its efforts. The Ohio Department of Mental Health and Addiction Services (ODMHAS) provided Marasco training in 2014 in the Substance Abuse and Mental Health Administration’s (SAMHSA) trauma-informed practices and competencies. She received ODMHAS certification and 40 hours of

clinical training, and the center formally adopted SAMHSA protocols in 2014 with Marasco training the entire staff on trauma-informed practices.

### Major Organizational Shift

“The recognition of the role of past trauma is crucial in how nonprofits effectively engage and serve their clientele. The leadership that Rick Kemm and his staff at May Dugan have shown on this issue puts them at the forefront of practice in the nonprofit sector regionally,” said Rob Fischer, PhD, faculty director of the Master of Nonprofits Organization (MNO) program at the Mandel School.

“Becoming trauma informed was a major organizational shift for us,” said Kemm. “When I was studying for my MNO, we learned how to be effective managers who could adapt to changing and unmet needs. We didn’t realize so many of our clients were affected by trauma until we did an assessment. Now, our organization has adapted, we’re meeting those needs and we’re demonstrating positive outcomes.”

## A Noticeable Difference

For 32-year-old Tavia Ramsey, who is a gay single mother studying to earn her GED, the words “trauma informed” don’t necessarily mean much, but she clearly recognizes that the center is different than other adult learning options she’s tried. “From day one more than five months ago, I’ve felt comfortable and safe. The environment is amazing. I don’t get looks here and there’s no negativity ever,” she said.

Ramsey didn’t finish high school and eventually spent some time in jail. Trying to put the past behind her, she attended other GED programs in her 20s that never worked out.

Now she is just steps away from earning her GED and then has plans to attend college and possibly law school. “It’s never too late and they [May Dugan] instill that in me. They see the person I am and make me feel comfortable so I can work on bettering my life and my son’s life.”

As an agency, the May Dugan Center is working to employ trauma-informed philosophies across its five core program areas and at all levels. Everyone on the staff understands trauma-informed policies as a guiding principle of care, and the board of directors was given a special presentation to acquaint them with it.

The center’s efforts received a major boost in 2015 with the receipt of a \$159,000 grant from the Ohio Attorney General’s Office through the Victims of Crime Act (VOCA). The award enabled May Dugan to hire a full-time, trauma-informed intake specialist to screen for trauma and identify client needs, as well as to help better integrate the education and counseling programs, because many clients who come for education also need counseling.

“We’ve been thrilled to be at the forefront in Cleveland in terms of developing programming for trauma-informed care, because it’s working,” said Kemm.

He points to the busy monthly food and clothing distribution program as an example where trauma-informed policies have helped transform the program from a “stampede-of-need” and waiting in long lines to a welcoming, socially engaging event.

Clients now receive a number so they don’t have to wait in line and they can participate in health and wellness programming on the same day. “We’ve created a safe environment with transparent and consistent practices so a lot of people move with relative calm through the process,” said Kemm.

## Attracting Funders

Thom Craig, Director of the mental health program at The Margaret Clark Morgan Foundation, sees the impact the trauma-informed focus is having at the May Dugan Center. He said he was skeptical before visiting the center to assess it for possible funding because “people will say their staff is trauma informed, but it can often be just talk.” He purposely arrived an hour early on a food distribution day to sit in the lobby and observe. He liked what he saw. “From the way food distribution was organized to flow smoothly to the way people were treated with respect and compassion waiting to receive food, plus the inclusion of partner organizations to provide additional resources, I was very impressed.”

Kemm said it takes time and an ongoing commitment to implement trauma-informed practices, but the payoff is worth it in multiple ways. “We’re providing a better client experience, better care and tools so clients can get their life in order. It’s also another way to make our agency more attractive to funders,” he said.

Craig agreed. “As a funder, it’s important to see agencies using trauma-informed practices because it shows recognition that there’s a reason people act the way they do, which factors into their treatment and the way they’re treated. It’s really about wellness.”

Ultimately, Marasco said, trauma-informed care is one more way the May Dugan Center and other agencies can support their clients’ goals. “Our clients are the most vulnerable adults in our community. Providing a safe, consistent place to get help is at the heart of what we do, and trauma-informed care is a philosophy that helps us do it better and better,” said Marasco.

## Educating Social Work Students in Trauma-Informed Care

At the Mandel School, the social work master’s degree curriculum, at both the generalist and specialist levels, includes education and training centered around six key principles of trauma-informed care identified by the Substance Abuse and Mental Health Services Administration (SAMHSA): safety, trustworthiness/transparency/peer support; collaboration/mutuality; empowerment; and cultural/historical/gender issues.

On the generalist level, all students are exposed to crisis theory and case studies including various presentations of trauma. Reviews of agency practices and program structures illustrate the need to address trauma at the organizational as well as the individual and family level.

The Direct Practice specialization curriculum introduces assessment tools and theory applications to address trauma-related disorders among adolescents, adults and older adults. Advanced practice courses in the Alcohol and Other Drug Abuse specialization and the Adult Mental Health specialization integrate trauma-informed care principles with cognitive-behavioral treatment skills and motivational interviewing approaches. The Children, Youth and Family specialization offers a course in trauma-informed care that is popular among all Direct Practice specializations.

Community Practice for Social Change specialization students use trauma concepts to understand community responses and build community awareness and supports. They are introduced to agency level trauma-informed programming that can reduce the risks of additional trauma and build strengths across all staff and clients in the organization.

## Homecoming + Reunion 2015: Alumni Reconnect and Celebrate Their Own



Photos by Maria Sharron

Dean Gilmore (third from right) was thrilled to congratulate the award winners. Accepting the Distinguished Alumnus Award for **K.N. George, MSSA 1959**, were his son Ninan George and granddaughter Rhea Ninan (far left); Nonprofit Leadership Award recipient **Danny R. Williams, MNO 2004** (back); Professional Achievement Award recipient **H Bernard Smith, MSSA 1954** (center); Early Career Award recipient **Maya Simek, MSSA 2007** (second from right); and Louis Stokes Community Service Leadership Award recipient **Maria J. Thompson, MSSA 2005** (far right).

Homecoming + Reunion 2015 was filled with special moments and fond memories as alumni and guests reconnected with old friends and made new ones October 10 during a day-long event that included a homecoming parade watch party, alumni luncheon with awards presentation and Centennial Speaker Series lecture.

Dean Gilmore welcomed the more than 80 alumni and guests to the luncheon, acknowledging them for their dedication to their profession and to the school. "This room is filled with people who made commitments years ago to work on behalf of others. I thank you for that. And I thank you for the support you give our school—coming to events, donating to the

annual fund and telling others about the work of our school," he said.

During the luncheon, the classes of 1965, 1970, 1975, 1985, 1990 and 2005 were recognized for celebrating milestone reunions. The highlight of the reunion luncheon was the presentation of the inaugural Alumni Association Awards, given to four outstanding alumni, as well as the presentation of a new Dean's Award.

Before conferring the Dean's Award—the Louis Stokes Community Service Leadership Award—to **Maria Thompson, MSSA 2005**, Dean Gilmore asked for a moment of silence to remember former Congressman and Distinguished Visiting Professor Louis Stokes, who passed away in August 2015. The award was created to

honor an alumna who embodies his socially minded characteristics and emulates his spirit in the community. Thompson, who was a Louis Stokes Fellow while in school and is now the Manager of Community Development Services at Third Federal Savings & Loan, was selected for her leadership in community service, Mandel School volunteerism and social justice advocacy. "I'm overwhelmed. This represents an amazing individual who did so much in the community. I accept this award for what I strive to be," Thompson said.

Alumni Association Board Member **Christy Nicholls, MNO 2003**, then presented the new Alumni Association Awards.

**Maya Simek, MSSA 2007**, who is Director of Programming at the LGBT Community Center of Greater Cleveland, received the Alumni Association Early Career Award for her commitment to social change in conjunction with excellent leadership skills and effective advocacy.

**Danny R. Williams, MNO 2004**, who is Executive Director of The Free Medical Clinic of Greater Cleveland, received the Nonprofit Leadership Award in honor of a career dedicated to leading and serving others. In receiving the award, he said, "I stand here as a representative of all the distinguished alumni who could have received this award. I really appreciate this honor."

The Alumni Association chose **H Bernard Smith, MSSA 1954**, for the Professional Achievement Award to recognize his commitment to social change and leadership throughout his illustrious career to improve policy and programs for the mentally ill in

Cuyahoga County and throughout the nation. He was the first Executive Director of the Cuyahoga County Community Mental Health Board and became the first National Director of the National Alliance for the Mentally Ill (NAMI) in Washington, D.C. in 1979.

The Alumni Association bestowed its highest honor, the Distinguished Alumnus Award, to **Karachepone Ninan George, MSSA 1959**, for his extraordinary professional success and achievements, including his passion for uplifting the rural poor, his instrumental role in raising the level of social work education in India, and his commitment to social welfare administration at the local, national, and international levels. A professor at the Madras School of Social Work in Chennai, India, and its former director for nearly 50 years, George helped it become one of the top social work schools in India. His son and granddaughter accepted the award on his behalf. Reading from comments K.N. George prepared, his son Ninan commented, "When I was asked decades ago 'Why go to India when there are excellent prospects for you here in the USA?', I did not bat an eyelid to answer my Professor Dr. John Turner with, 'I'd rather be a lion in a small country than be a lamb in a big country.' Sincerity, perseverance, honesty, loyalty and hard work have been key and I attribute those qualities to my education at the Mandel School."

For the Centennial Speaker Series presentation that followed the luncheon and offered two CEUs to attendees, **Mark I. Singer, MSSA 1979, PhD 1983**, Leonard W. Mayo Professor in Family and Child Welfare and Deputy Director of the Begun Center for Violence Prevention Research and Education, and Sergeant Paul Owens of the Case Western Reserve University Police Department spoke on the topic of "Police Assisted Referrals: Empowering Law Enforcement to Be First Social Responders."

**Save The Date**  
**Reunion 2016**  
**October 14-15**  
[msass.case.edu/reunion](http://msass.case.edu/reunion)  
 See page 2



Inducted as new Alumni Board members (left to right): **Valerie Dowery, MSSA/MNO 1995; Rachel Truelsch, MSSA 2015; Lemuel Stewart, MSSA 1995; and Victoria Marion, MSSA 2003.**



Alumni celebrating reunions and other significant milestones stood to be recognized. **Janet Werkner, MSSA 1982, PhD 1990**, was enthusiastic about being a double-alumna.



**Carolyn Sugiuchi, MSSA 1962**, met Case Western Reserve President Barbara Snyder on the homecoming parade route as it passed by the Mandel School.

# Linking Up for (Social) Good

## Students and Alumni Build New Relationships at Annual Career Connections Event



Rachel Truelsch, MSSA 2015, offers advice to a student.



Beth Kuckuck, MSSA 1991 (left), and Stacy Simera, MSSA 1996, talk with students.

Photos by Maria Sharron

**Rachel Truelsch, MSSA 2015**, sat on the student side of the table at last year's Career Connections networking event, taking in career advice from alumni, asking questions and working to build relationships with industry professionals. Having recently gone through the job search process—she is an Agency Clinician at Recovery Resources in Cleveland—she was happy to switch sides of the table to offer her perspective at the February 24 event.

"I could both see and empathize with the student's anxiety about their near future," Truelsch said. "Being on the opposite side this year, it is only clearer to me how vital relationships and networking are when it comes to access to opportunities and success in the field."

Truelsch, who is now also an alumni board member, said she felt very supported as a student by alumni at last year's event. She participated this year to pay it forward. "It's also a two-way street, forming new relationships with students who will be in the working world soon. You never know when you might want to tap into those relationships," she said.

The evening began with event chairperson and alumni board member **Annette Iwamoto, MSSA 2012**, welcoming alumni and students. Dean Gilmore thanked alumni for their dedication to the students and encouraged forming lasting links. "We hear from alumni that they want to

make more connections with the school and with other alumni and students. This is an ideal event for doing that and for building networks," he said.

Once organized networking sessions began, students spent about 15 minutes at each table with two alumni before moving to the next alumni table. Alumni fielded a variety of questions, from how to make connections in a niche area of interest to integrating micro and macro practice to finding a first job to how to negotiate when offered a job.

Truelsch and **Glenda Kupersmith, MSSA 1993**, who is a private practice clinical social worker, sat at the same table and offered advice about negotiating job benefits, advising students to be creative in their requests by asking for more paid-time off, more supervision time and paid continuing education—especially if more money isn't an option.

"I was excited to hear many of the students and other alumni talk about negotiating their positions. We are valuable assets to society, and to our agencies, and should approach the work relationship understanding that. Self advocacy is something we do very well when it comes to educating clients, but something we have the opportunity to foster more of in our social work students," said Truelsch.

# 2016 – 2017 Mandel School Alumni Association Board

## Executive Committee

**Annette Iwamoto, MSSA 2012**

*President*

**Christy Nicholls, MNO 2003**

*Vice President*

**Carlier Myers, MNO 2003, MSSA 2013**

*Secretary*

**Dean Fazekas, MSSA 1991**

*Immediate Past President*

## Board Members

**Marquetese “Nikki” Betts, MSSA 2015**

**Mary Beth Cernoia, MSSA 1980**

**Jasmine Chandler, MSSA 2009**

**Peggi Conway, MSSA 1988**

**Jane Daroff, MSSA 1985**

**Valerie Dowery, MSSA/MNO 1995**

**Julia Ellifritt, MSSA 1991**

**Rini Gauntner, MSSA 1967**

**Denise Gibson, MSSA 1978**

**Beth Glas, MNO 2011**

**Joann Hall, MSSA 1989**

**Adriennie Hatten, MNO 1996**

**Jamie Jones, MNO 2010**

**Nancy Lowrie, MSSA 1995**

**Carole Marciano, MSSA 1993**

**Jillian Rogers, MSSA 2014**

**Mary Ellen Rogers, MSSA 1991**

**Stacy Simera, MSSA 1996**

**Lemuel Stewart, MSSA 1995**

**Carolyn Sugiuchi, MSSA 1962**

**Rachel Truelsch, MSSA 2015**

**Joy Willmott, MSSA 1961**



Maria Sharron

## With Utmost Appreciation: Thanksgiving Luncheon

To thank donors for their ongoing loyalty, Dean Gilmore hosted a special Thanksgiving Luncheon Saturday, November 21, at the Manor House at Case Western Reserve’s Squire Valleevue Farm. Students Rebecca Devens (pictured speaking) and Anne Smith extended their appreciation and explained to the audience why they chose the Mandel School, then discussed their plans

for the future. Invited were Dean’s Advocates Society Members; top donors to the Building Renovation Fund; donors who have given to the Annual Fund for 20 or more total years; dedicated volunteers; individuals who have made will commitments, established annuities or endowment funds; and emeriti faculty.

# Alumni Events

## Centennial Salons Continue to Reunite Alu



### Art and Social Justice in Columbus

**Cynthia Webb, MSSA 1995**, and **Ebony Speakes, MSSA 2011**, hosted the Centennial Salon “When Art Meets Social Justice” at the Columbus College of Art and Design (CCAD) November 11, the night before the National Association of Social Workers (NASW) Ohio annual conference in Columbus. Attendees took a tour of the exhibit “Charles Atlas: The Waning of Justice,” then participated in a discussion about art and social justice led by Assistant Professor and Chair of the Community Practice Concentration **Mark Chupp, PhD 2003**, and CCAD Assistant Professor of Visual Studies Carmen Winant.

### Change Agents in Colorado

While in Denver for the Council on Social Work Education Annual Program Meeting (CSWE APM), Dean Gilmore met with area alumni October 15 at a Centennial Salon. Pictured (left to right): **Emily Cutson, MSSA 2003**; **Tracy Collier, MSSA 1997**; **Dean Gilmore**; **Dorothy Lepoff, MSSA 1969**; **Laura Grushcow, MSSA 1968**; and event host **Amy McClellan, MNO 1998**.



### Upcycling and Effective Neighboring in Cleveland

**Devon Fegen-Herdman, MSSA 2005**, hosted a salon January 28 at Upcycle Parts Shop, a craft store near downtown Cleveland that she co-founded to help re-use art materials. Associate Professor Mark Joseph, PhD, facilitated a discussion on the topic “Effective Neighboring: A Key to Successful Diverse Neighborhoods.” Following the conversation, alumni and guests used upcycled materials to create their own crafts. Inset photo: **Chris Ruma-Cullen, MSSA 1993** (left), and guest Alicia Hoskinson.



Frank Lanza

# Alumni, Faculty and Friends

## Storytelling at the Happy Dog

Personal social work stories about rewards and challenges were shared to a full house at the Happy Dog at Euclid Tavern near campus at a “Keep Talking Cleveland” storytelling salon on the evening of March 22. “I wasn’t prepared to hear myself lie so much and so well,” said **Shelley Barnard, MSSA 2012** (pictured), in her thought-provoking story. Other storytellers were **Dan Barach, MSSA 2012**, who shared how his newborn child changed his perspective; Alumni Board member **Nikki Betts, MSSA 2015**, on the difference social workers make; and MSSA student Lisa Bartlette on her journey to asking “What do you need, and how can I help?”



Frank Lanza

## Conferences

### 2015 Council on Social Work Education Annual Program Meeting (CSWE APM) in Denver



**Sue Henry, MSSA 1964**, and Dean Gilmore



**Fran Danis, PhD 2000**



A private Mandel School reception was held for alumni, faculty and special guests October 16.

# Conferences

## 2016 Society for Social Work Research (SSWR) Annual Conference in Washington, D.C.



Rebecca Sanford, MSSA 2005



Reuben Addo, MSSA 2011



Heehyul Moon, PhD 2013

## 2016 Cuyahoga County Conference on Social Welfare (CCCOSW) in Cleveland

The Mandel School was honored to host the 6th Annual Cuyahoga County Conference on Social Welfare (CCCOSW, NASW-Ohio chapter) March 11 at Case Western Reserve's Tinkham Veale University Center, with more than 300 people attending. Volunteer leadership included Field Faculty and Adjunct Instructor **Lori Longs Painter, MSSA 1987** (pictured), who was the conference coordinator, and Research Associate **Jennie Bartholomew, PhD 2015**, as the keynote co-speaker. Additional alumni volunteer leadership included **Kitty Leung, MSSA 2006**; **Larissa Malcolm, MSSA 2014**; **Victoria Marion, MSSA 2003** (inset photo, presenting the NASW awards) and student Rebekah Koduru. Presenters included 20 alumni, four faculty members and four students. Associate Professor David Crampton was honored with a special award for his visionary role in co-founding the conference.



Maria Sharron

# Centennial Speaker Series

2015-2016 Research and Training Colloquia:  
Featuring Our Own Alumni Change Agents



**Amy Krentzman, PhD 2008, and Lou LaMarca, MSSA 2012**, co-presented "Addiction Recovery." (Video: [bit.ly/AddictionRecoveryColloquia](http://bit.ly/AddictionRecoveryColloquia))

**Mark Chapin, PhD 1995, and Lisa M. Pape, MSSA 1990**, co-presented "Serving Veterans." (Video: [bit.ly/ServingVeteransColloquia](http://bit.ly/ServingVeteransColloquia))



**Toby Martin, MSSA 1998, PhD 2007** (left), and **Vivian Jackson, PhD 2008** (right), with Research and Training Colloquia organizer and moderator Elizabeth M. Tracy, PhD, Associate Dean for Research and Training and the Grace Longwell Coyle Professor in Social Work. They co-presented "Cultural Competency: Training and Program Evaluation." (Video: [bit.ly/CulturalCompetencyColloquia](http://bit.ly/CulturalCompetencyColloquia))



**Mary McNamara, MSSA 2003, and Charles Emlet, PhD 1998**, co-presented "Aging Well: Research and Services." (Video: [bit.ly/AgingWellColloquia](http://bit.ly/AgingWellColloquia))



Photos by Maria Sharron

**Kim Strom-Gottfried, PhD 1993**, presented the workshop "Research Ethics: Beyond Fraud and the IRB." (Video: [bit.ly/ResearchEthicsColloquia](http://bit.ly/ResearchEthicsColloquia))

# Alumni News

We recognize the many achievements and contributions Mandel School alumni make in all corners of the world. Please send your your news to Nada Di Franco ([nada.difranco@case.edu](mailto:nada.difranco@case.edu)) and include your name, class year, email address and phone number.

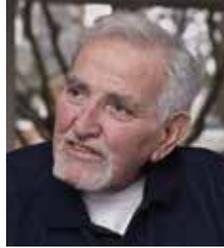
**Judge Sol Gothard, MSSA 1957**, who was a Senior Judge for the Fifth Circuit Court of Appeal for the State of Louisiana from 1986 until his retirement in 2005, serves as the Commander of the Jewish War Veterans of America Jules Lazard Post #580 in New Orleans. A newly inducted member of the Mandel School Hall of Achievement, Judge Gothard was also the recipient of the Sol Gothard Lifetime Achievement Award from the National Organization of Forensic Social Work and has been named a Social Work Pioneer by the National Association of Social Work (NASW) Foundation.



**Allen Cohen, MSSA 1959**, and **K.N. George, MSSA 1959**, reunited in India in December. George showed Cohen the grounds of the Madras School of Social Work in Chennai, Tamil Nadu, South India, which George spent most of his professional career developing as the school's director for nearly 50 years. Cohen said, "At 90, George is as vibrant as ever. Though retired as director, he still has an office at the school and volunteers his time. We had a great time discussing our years at SASS, our former professors and what a marvelous experience it had been." In the photo, Cohen (left) and George pose near the wall where George's accomplishments are etched in stone at the Madras School.

**Philip Starr, MSSA 1959**, was honored in January as the outgoing President of Jewish Family Services in Lancaster, Pennsylvania. For Starr, it is another in a long list of honors that includes the Dr.

Harry C. Robinson Sr. Humanitarian Award, the Central Pennsylvania Division of the National Association of Social Workers Lifetime Achievement Award, and the NAACP Adult Service Award. Jill Greenstein Weisberg, incoming President of Jewish Family Services, said Starr has been a guiding light not just for the agency but in the community. "For the 40 years he has lived in Lancaster, he has been a clear, consistent voice advocating for the rights of our community's most vulnerable. As a result, he has so many times served as a catalyst for needed change," she said.



Blaine Shahan

**Joy Willmott, MSSA 1961**, was featured in the *Aurora Advocate* (Ohio) on Nov. 11, 2015, for her work in starting the first after-school rehabilitation program of its kind in Ohio, which was profiled in the Fall 2014/Winter 2015 issue of *action*. Known as the Gate House School, the start-up program currently provides an after-school program for young people ages 12 to 20 who struggle with addiction and/or have been in rehab and wish to finish their high school education. The goal is to eventually become a full-fledged recovery school.

**Belle Likover, MSSA 1969**, who is 96, was one of six people over the age of 90 invited to speak to a group of nearly 200 second-year medical students last fall at Case Western Reserve University School of Medicine. The annual panel discussion, called "Life Over 90," is aimed at nudging



students toward choosing geriatric medicine. At the discussion, the retired social worker told the medical students that growing old gracefully is all about being able to adapt to one's changing life situation, including health challenges.

Likover swims at least three times a week, serves on several committees addressing seniors' issues and calls herself a huge Jon Stewart fan.

Likover recounted how she insisted when her husband was dying of lymphoma that doctors in the hospital not make decisions without involving his oncologist. "When someone is in the hospital, they need an advocate with them at all times. But to expect that from families when they are in crisis is expecting too much. The medical profession has to address that," she said.

**Betty Tedesco, MSSA 1980**, is Director of Home Care Solutions in New Orleans, an elder care services company celebrating its 25th anniversary. Tedesco and a hospital social work colleague founded the company in 1991, which has grown to 150 employees, including geriatric caregivers and care managers. She said, "My wonderful masters' training has always served as a good foundation for



**Susan Sternad-Basel, MSSA 1981**, met with Dean Gilmore at the 2016 Society for Social Work and Research (SSWR) Annual Conference in Washington, D.C. Sternad-Basel is the Senior Operations Director at the military's Joint Base Anacostia-Bolling in Washington, D.C.

my health-related social work positions, and especially for specific work with our increasingly aging population.”

**Julian Chow, MSSA 1984, PhD 1992**, Professor at the UC Berkeley School of Social Welfare, is launching a community-based participatory research project in the southern Chinese city of Guangzhou that will engage service workers and business owners in developing and implementing wellness programs and services designed to address employees’ basic health and social needs. Backed by a grant from Taiwan’s Eden Social Welfare Foundation, the Guangzhou Wellness Project aims to create a “bottom-up” model that responds to the struggles of China’s immense migrant worker population, which is estimated at 100 to 200 million people. The project will elicit the workers’ own definitions of health, well-being and quality of life as part of a user-driven, program-development and service-planning process.

**Lisa Pape, MSSA 1990**, was featured in the article “A Place to Call Home” in the *Miamian Magazine*, Fall 2015 issue, which is a publication of Miami University. As National Director of Homeless Programs for the Veterans Health Administration within the U.S. Department of Veterans Affairs, she has helped lead the push that has reduced homelessness among veterans by almost 33 percent from 2009-2014. In the article, Pape discussed her and her team’s work with homeless veterans in Los Angeles and across the country.

**Kirsten Gail, MSSA 1991**, was elected mayor of the City of Euclid, Ohio, in November. Gail had served as a Field Faculty Advisor at the Mandel School, but left that role when she took office as mayor of the city of 48,000 residents.



**Norma Geller, MSSA 1991**, and her husband provided the lead gift for the renovation and renewal of an existing campus building for the new Norma and Albert Geller Hillel Student Center at Case Western Reserve. The student center officially opened January 11. It serves as the home to roughly 1,200 Jewish students, acting as a connection between

Jewish life on campus and the rest of university life.

**Charles “Chip” H. Joseph III, MSSA 1992**, retired from his position as Executive Director of Y-Haven in January, an organization he helped found 17 years ago. Y-Haven is a transitional housing and treatment program of the YMCA of Greater Cleveland that helps homeless men live free of drugs and alcohol, become self-sufficient and end their homelessness once and for all. His retirement was featured twice in *The Plain Dealer* and he was honored at the Y-Haven annual benefit in November, where Cleveland Mayor Frank Jackson and several members of Cleveland City Council paid tribute to him. A number of Mandel School alumni also attended



the event, including Associate Professor **Kathleen J. Farkas, PhD 1984**, who is pictured with Joseph (far left) and William Denihan, CEO of the Alcohol, Drug Addiction and Mental Health Services Board of Cuyahoga County.

**Kim Strom-Gottfried, PhD 1993**, received the Excellence in Ethics Award from the NASW Office of Ethics and Professional Review. She was a guest of honor at the 55th anniversary of the NASW Code of Ethics luncheon in October in Washington, D.C., held in conjunction with the NASW 60th anniversary event, where she received the award. In presenting the honor, Dawn Hobdy, Director of the Office of Ethics and Professional Review, said: “You have made some of the most important contributions to NASW and the social work profession through your research, teachings and publications, and you’ve done so quietly and powerfully. To date, yours is the only official research that NASW can pull when asked about the most common standards addressed though the NASW professional review process. That research is invaluable and we’re thankful for it.”



**Marianne “Mim” Conway, MSSA 1994**, is Executive Director of the Dream on Kids Foundation, an organization her family founded in 2008 to help educate young people and allow them to compete on a level playing field with those from more privileged backgrounds. The foundation “adopted” 25 students who were in the first grade at Cleveland’s Hannah Gibbons-Nottingham School in 2008 to help them succeed in life and get the best education possible through their college years. The foundation held a benefit in February in Cleveland Heights, Ohio, to contribute to a college scholarship fund for the 25 students. Pictured is Conway in front of Hannah Gibbons-Nottingham School.



**Karen McHenry, MSSA 1994**, was featured in the Sunday, October 25 issue of *The Plain Dealer* for her work with at-risk youth and their families as Program Manager of Bellefaire JCB’s Homeless and Missing Youth Program. McHenry has been with Bellefaire JCB since interning there in 1987. In 2014, she helped Bellefaire JCB launch its “Take a Closer Look” campaign to bring awareness to adults about the plight of homeless youth, in which mannequins dressed in hoodies describing their homeless situation were placed around Cleveland. McHenry was one of 12 professionals trained in 2014 in the Recognize, Respect and Respond Program of the Federal Family and Youth Services Bureau, designed to increase awareness and understanding of human trafficking.



**Crysta Shiner, MSSA 1994** received an NASW Social Worker of the Year Award at the NASW Indiana Region 10 meeting in March. Shiner is a Program Therapist at Columbus Behavioral Center for Children and Adolescents in Columbus, Indiana. In nominating Shiner, Pam Clark, retired Bartholomew County Youth Services Director, said, “Shiner is always praising the contributions of others, while forgetting her own work providing mental health services to area children.”

## Alumni News continued

**Megan O'Bryan, MNO 1995**, was hired to lead fundraising efforts at Cuyahoga Community College as Vice President of Development. She arrives after serving for two years as Executive Director of the Cleveland Transformation Alliance, Cleveland Mayor Frank Jackson's school quality watchdog group. O'Bryan served on the community college's board of trustees from 2012-2015.

**Regina Spicer, MSSA 2000**, is Program Manager at the Front Steps Art Therapy Program at Front Steps Housing and Services in Cleveland. The weekly art program is available for Front Steps clients, alumni and community organizations that serve homeless adults to empower positive decision-making skills, foster self-awareness and strengthen coping skills, as well as explore emotional expression and the use of art and the creative process as a source of personal growth.



**Celeste E. Terry, MSSA 2003**, received the Faces of Sacrifice Award from the City of Cleveland during its Black History Month celebration. Terry is pictured with Blaine Griffin, Executive Director of the Cleveland Community Relations Board, Judge Michael John Ryan and Mayor Frank Jackson (far right).

**Christine Cowan-Gascoigne, MSSA 2004**, hosted a weekly one-hour Internet radio program—"The Leadership Hour"—on the VoiceAmerica Business Channel for 13 weeks in early 2016. In honor of the Mandel School's 100th year, she invited Dean Gilmore and **Zoe Breen Wood, PhD 2012**, Assistant Professor and Director of Educational Outcome Assessment at the Mandel School, to be guests on the episode that aired February 10. Titled "Leading to a More Just World," they discussed the variety of roles social

workers play and the unique leadership challenges facing deans of social work schools. Listen to the segment at [bit.ly/TheLeadershipHour](http://bit.ly/TheLeadershipHour).

**Magda Gomez, MSSA 2004**, was named by *Crain's Cleveland Business* as an innovator in Northeast



Ohio's marketing, advertising and public relations field in the publication's "Who to Watch" feature. Gomez serves as Manager of Enrollment Communications at Cuyahoga Community College. In this role, she helps market the state, federal and foundation grant-funded programs that support youth and adult students at the college, as well as promoting recruitment and enrollment efforts.

**India Pierce Lee, MSSA 2005**, oversees the Greater University Circle Initiative for the Cleveland Foundation as Program Director for neighborhoods, housing and community development. She was featured in the December 29, 2015, issue of *The Plain Dealer* as part of the newspaper's "Smart Creatives 2016" series, which profiles people who give back to the community in profound ways. She was also featured on the cover of *Northeast Ohio Boomer and Beyond* magazine for her efforts with the Green City Growers Cooperative (GCG). Located in Cleveland's Central Neighborhood, GCG is employee owned and is the largest hydroponic greenhouse in the state and the largest urban food-production greenhouse in the country.

**Nathan Schaefer, MSSA 2005**, Executive Director of the Empire State Pride Agenda, was quoted in the Friday, October 23 issue of the *Guardian News*, for his response to New York Governor Andrew Cuomo's executive order to ban transgender discrimination in New York state with newly created state regulations. Cuomo was the first governor to pass trans-protection rights through executive order. In the article, Schaefer said, "We are thrilled. This sends a message to the country that you can extend protections by any means necessary and there are many ways to get a solution in the fight for equal protection under the law."

**Brooke Barnard, MSSA 2006**, was profiled by her undergraduate school (The College of Wooster) for her work in the medical field. Barnard is a Social Worker at University Hospitals of Cleveland, where she works with people with a recent diagnosis of blood cancer, providing support to them and their families. Read the profile at [bit.ly/BrookeBarnard](http://bit.ly/BrookeBarnard)



Christopher Evans

**Indigo Bishop, MSSA 2012** (above), was featured in an article on *Cleveland.com* on March 24, 2016, for her role as an Action Strategist with ioby Cleveland, the New York-based "In Our Backyard" nonprofit that champions cyber-fueled citizen philanthropy. ioby recently opened its Cleveland office, with Bishop serving as a one-woman operation funded by a one-year \$110,000 grant.

**Annette Iwamoto, MSSA 2012**, received a 2016 Northeast Ohio Top 25 Under 35 Movers & Shakers Award from The Cleveland Professional 20/30 Club, the largest young professional group in Northeast Ohio. The awards recognize 25 young leaders under 35 years of age that have a record of excellence in their work, civic engagement and philanthropic efforts. Iwamoto is Foundations Relations Coordinator for Providence House, a crisis nursery in Cleveland. She is also president of the Mandel School Alumni Board and serves on the Centennial Planning Committee.

*Alumni News provides updates received between October 1, 2015, and March 31, 2016.*

# In Memoriam

With sadness, the Mandel School announces the passing of our extraordinary alumni and friends. We extend heartfelt condolences to their loved ones.

**Alvin Louis Schorr, PhD**, whose illustrious social work career spanned more than six decades, including at the Mandel School from 1979 through 1991 as the Leonard W. Mayo Professor of Family and Child Welfare, died February 13 at the age of 94 in Charlotte, N.C.



"Alvin was an effective leader in social policy and a gifted intellect. He also was a very kind man. I and all who knew him benefitted from his gracious friendship," said Dean Grover "Cleve" Gilmore. A member of the Mandel School Hall of Achievement and named a Social Work Pioneer by NASW, Dr. Schorr is renowned as one of the

groundbreaking planners, activists and writers on social policy in the United States.

He was a Fulbright Senior Research Scholar, worked at the highest levels of the federal government, directed one of the nation's largest volunteer agencies, and served as dean of the New York University Graduate School of Social Work. Dr. Schorr's career in Washington, D.C., began in 1958 at the U.S. Social Security Administration, where he focused on adapting social service programs to fit the needs of the American family. From there he went to the Office of Economic Opportunity, where he had a front-line position in President Lyndon Johnson's War on Poverty. From 1967 to 1969, he was deputy assistant secretary for individual and family services in the Department of Health, Education and Welfare.

Following his government service, Dr. Schorr was appointed to his position as dean, worked on the presidential campaign of Senator George McGovern and was the CEO of the Community Service Society of New York.

A prolific writer, Dr. Schorr published more than 300 articles and 10 books. He had a profound effect as an educator on the next generation of social workers, influencing countless masters' and doctoral students in social policy. He was the rare type of professional who successfully blended the roles of teaching, research and scholarly service to the benefit of the community, the nation and the world.

A celebration of Dr. Schorr's life and contributions will be held at the Mandel School on Friday, September 23, for all colleagues, alumni and friends. To receive an invitation with more details, please email [MandelSchool@case.edu](mailto:MandelSchool@case.edu).

## **Alice Kozik, MSSA 1941**

**Rita Jordan Jepsen, MSSA 1947**, passed away December 1, 2015, at the age of 96. Ms. Jepsen was born and grew up in Mississippi. She left Mississippi in 1940 to pursue a master's degree in social work on a scholarship from the American Red Cross. In 1944, she was sent to West Palm Beach, Fla., where she provided counseling for World War II soldiers. She met and eventually married Charles Jepsen as he finished his tour of duty as a pilot. They lived in post-war Germany, France, England, Saudi Arabia and settled in Connecticut. She continued her career in psychiatric social work for Child and Family Services in Greenwich, Conn., for many years before retiring.

**Elizabeth Moore Fitzpatrick, MSSA 1947**, died October 28, 2015 at the age of 91 in New Haven, Conn. In the 1940s, she was a medical social worker at St. Vincent's Hospital in New York City and Yale-New Haven Hospital in Connecticut. She took a 17-year career hiatus to raise her four children before returning to social work. In 1990, she received the esteemed recognition of Connecticut School Social Worker of the Year, and after 22 years, retired from the North Haven (Conn.) School System.

**George M. Haddad, MSSA 1949**, passed away November 25, 2015, at the age of 94. He served in the U.S. Army during World War II and went on to be the executive director of the National Institute for Burn Medicine, which is affiliated with the University of Michigan. He also worked at the national YMCA office as a troubleshooter in financial management and administration, and was a management consultant to nonprofit corporations.



**Dwight Walker Rieman, MSSA 1949**, age 97, passed away January 25 in Columbia, Mo. While at the Mandel School, he met his future wife, fellow student Emily Griest. During World War II, he served at Brooke Army Base in San Antonio, Texas, counseling soldiers coming back from war. He went on to be a psychiatric social worker for the Texas Department of Health and later the Texas Department of Mental Health and Mental Retardation in Austin, Texas. He became an associate professor of social work at the University of Missouri in 1968. Mr. Rieman was a member of the State Advisory Council for the Missouri Department of Mental Health and kept a campus office well into his emeritus retirement years. His book, *Strategies In Social Work Consultation*, is used in college curriculums. A self-taught pianist, Mr. Rieman performed at NASW conventions across the country.



**Patricia Ann (Millar) Adadow, MSSA 1951**, age 89, died February 13 in St. Augustine, Fla. She was a marriage and family therapist and co-owner of a clinic in East Lansing, Mich.

## In Memoriam continued

**Judith F. Bergmann, MSSA 1951**, passed away October 5, 2015, in Topeka, Kans. at the age of 90. She was a social worker in a number of hospitals and agencies in the Cleveland area throughout her career, retiring in 1990.



**Edna F. Roth, MSSA 1952**

**Lois Boyer Catlin, MSSA 1953**

**Alfred L. Kasproicz, MSSA 1953**, a veteran of World War II, died February 11 at the age of 88. He spent 30 years in Milwaukee at St. Aemilian-Lakeside (now SaintA), where as executive director he guided its transformation from an orphanage to a residential treatment center.

**Catherine Josephine Witt, MSSA 1955**, passed away September 29, 2015, in Lauderdale by the Sea, Fla. She worked for several social services agencies in the Detroit area before finishing her career as an adjunct professor of social work at Eastern Michigan University.

**Jane E. Compton, MSSA 1959**, died January 14 in Prairie Village, Kans. She spent several decades in Cambridge, Mass., where she was the director of the Jewish Community Center daycare for the elderly.

**Robert B. Haldeman, MSSA 1965**, a social worker-turned-lawyer, co-founded Coventry CareLink with his wife Evelyn. The company financed and developed continuing-care communities. He died February 10 in Guilford, Md. After receiving his master's degree, he worked with youth in Wilmington, Del., in the city's low-income neighborhoods. He launched the Wilmington Youth Emergency Action Corps, which conducted intervention and peacemaking efforts after the assassination of the Rev. Martin Luther King, Jr. in 1968. After earning a law degree, Mr. Haldeman's work at a firm that handled legal work for a retirement community focused his attention on the issues of elder housing.

**Frances Patricia Kaschak, MSSA 1971**

**Elizabeth "Betty" Lewis, PhD 1972**, died December 8, 2015, in Brewster, Mass. She was a professor of social work at Cleveland State University from 1973 to 1990. She was also a member of the

Greater Cleveland Neighborhoods Centers Association, the Association for the Advancement of Social Work with Groups, the National Association of Social Workers and the Council on Social Work Education.

**Frank Anthony Balistreri, MSSA 1973**, died March 8 in Rockledge, Fla. In the 1970s, he held positions at Cleveland Boys School and the Cuyahoga County Juvenile Court System. He was also an adjunct professor at Baldwin Wallace University in Berea, Ohio. He later became CEO of Cleveland Crossroads for Youth until he engineered a merger with Cleveland Christian Home in 1999. He then served in the capacity of chief operating officer until his retirement in 2001. He moved to Florida and continued as a social worker at the Hospice of St. Francis in Titusville and at the Atlantic Inclusive Academy.

**Susan Sharon Downs Martier, MSSA 1976**, passed away January 9 in Bronx, N.Y. She received a PhD in clinical psychology from the University of Detroit. Dr. Martier was a social worker with Lorain County (Ohio) Children Services and later the Cleveland Clinic. While employed at MetroHealth Medical Center in Cleveland and the Detroit Medical Center at Wayne State University later in her career, she conducted research on fetal alcohol syndrome. She also maintained a private psychotherapy practice in Southfield, Mich.

**Barbara A. O'Malley, MSSA 1976**

**Charles A. Startup, MSSA 1977**, passed away October 10, 2015, in Oberlin, Ohio. He served in the Peace Corps in India in the late 1960s and was a licensed independent social worker in the Oberlin community for more than 30 years.

**Roberta Shine Kunin, PhD 1985**, passed away November 10, 2015, in Madison, Ohio, at the age of 91. After raising three children, she received her PhD and opened a therapy practice in Youngstown, Ohio, where she was a mental health counselor for several years.

**Kathleen Connolly Fisher, MSSA 1986**, died October 27, 2015. She was a registered nurse and social worker in Columbus, Ohio. Her favorite job was with Catholic Social Services, where she managed the health care of infants placed in foster homes throughout the Diocese of Columbus.

**Connie Jean Chambers, MSSA 1990**

**Jean E. Schultz, MNO 1992**

**Robert D. Deitz, CNM 1997**, died January 13 at the age of 89. Mr. Deitz worked in a number of jobs before entering

the final professional phase of his career as a philanthropic planning group relationship manager in the late 1990s for the Jewish Federation of Cleveland until his retirement. His service to the Cleveland Jewish community began in 1950 when he became the chair of the metro division of the Jewish Welfare Fund. Over the next 50 years, he served on many boards, including the Jewish Vocational Service (president and trustee), Jewish Community Federation (trustee and committee chair), United Way Services (panel chair), Jewish Family Service Association (life trustee), Case Western Reserve University, the May Dugan Center and more.



**Precious Jewel Graham, MSSA 1953**,

said "I have lived not only my life but the life of my times."

Ms. Graham, 90, retired professor of social work at Antioch College, died at her home in Yellow Springs, Ohio, November 30, 2015.

In 1964, she arrived at Antioch College to work as an administrative assistant in the Antioch Program for Interracial Education and advanced to assistant director. In 1969, she established Antioch College's social work program, teaching courses in social work, law, race, women's studies, cross cultural studies and writing. Prior to graduate school, she worked at the Young Women's Christian Association (YWCA), which played a significant role throughout her life. She went in to different roles there, eventually advancing to membership on the YWCA National Board and on the YWCA World Executive Committee, where she served as president from 1987 to 1991. She made great strides in providing leadership opportunities for women and working toward racial justice on a worldwide scale.



*In Memoriam lists deceased alumni and friends for whom death notices were received between October 1, 2015, and March 31, 2016.*

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Questions? Contact Nada Di Franco in the Mandel School Alumni Office at 216.368.2281 or [nada.difranco@case.edu](mailto:nada.difranco@case.edu). Or, call the CWRU Help Desk 24 hours a day at 216.368.HELP.



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4. Enter in First and Last Name and click "Find"
5. Find yourself in the list and click "Next"
6. You'll be asked to enter a 10-digit constituent ID and your 5-digit zip code (international alumni: use 00000 as your zip code). Your unique 10-digit ID number is located on the back outside cover of this magazine, directly above your full name and address.

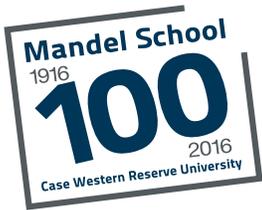


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# Homecoming + Reunion 2016

## October 14-15

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**#9** in U.S. **#1** in Ohio

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