

Froylana Heredia-Miller, MSW, LCSW

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HIGHER EDUCATION

May 1993 University of Southern California, Graduate School
Los Angeles, California
Degree: Master of Social Work
Concentration: Families and Children

June 1991 University of California at Riverside
Riverside, California
Degree: Bachelor of Arts
Major: Psychology
Major: Sociology and Administrative Studies

LICENSURE

California Board of Behavioral Sciences
Licensed Clinical Social Worker, LCS 19258

May 1999
Status: Current

ACADEMIC APPOINTMENTS

July 2020- Present

COORDINATOR OF FIELD EDUCATION, INLAND EMPIRE CAMPUS, DEPARTMENT OF SOCIAL WORK

Azusa Pacific University, Department of Social Work
Duties: Responsible for the overall creation, implementation, and quality of the APU Field Education Program for students in the Inland Empire including: administration, provision of support and oversight of field related issues with coordinators of intern training programs in the Inland Empire; facilitation of faculty field liaison meetings; field faculty role development, training, supervision, and evaluation; oversee field instructor training curriculum; update and maintain field seminar syllabi and address student field performance issues. Participation in the Inland Empire Continuing Education Field Collaborative, County steering committees, reaffirmation committees, and participation in university department and college committees as needed.

July 2016 – June 2020

DIRECTOR OF FIELD EDUCATION, DEPARTMENT OF SOCIAL WORK

Azusa Pacific University, Department of Social Work
Duties: Responsible for the overall creation, implementation, and quality of the APU Field Education Program including: administration of overseeing files and maintenance of

contracts/MOU; provision of support and oversight of field related issues with coordinators of Title IV-E/UCCF, GSWEC, PPSC and BSW programs; policy development and review; facilitate monthly faculty field liaison meetings; field faculty role development and evaluation; adjunct faculty recruitment, training, supervision, and evaluation; oversee field instructor training curriculum; update and maintain field seminar syllabi and field manual; hire administrative support staff and/or student workers and oversee workload, provide supervision, and evaluation; address student field performance issues. Participate in the Southern California Field Directors' Consortium, California State Field Directors' Planning Committee, Inland Empire Continuing Education Field Collaborative, reaffirmation committees, BSA Intern Coordinators Meeting, and Joint Symposium Planning Committee. Participation in university department and college committees as needed.

October 2010 – June 2016

DIRECTOR OF FIELD EDUCATION, MSW PROGRAM

Loma Linda University, Department of Social Work and Social Ecology

Duties: Recruitment of qualified agencies for student placements; Joint administration of field related issues with coordinators of funding programs such as Title IV-E; Oversee the maintenance of files on field agency agreements and letters of understanding; Actively engaged in situations occurring in placements; Updating and maintaining the program Field Manual; Developing and updating Field Seminar syllabi; Supervising the Administrative Support Staff in work related to the field education program; Planning and implementation of training seminars for agency field instructors; Plan and facilitate staff meetings for faculty field liaisons; Participation in reaffirmation committees; Attend Community Advisory Board meetings or other committee meetings as relevant.

July 2006 – June 2016

PROGRAM COORDINATOR, M.S. CRIMINAL JUSTICE

Loma Linda University, Department of Social Work and Social Ecology

Duties: Manage program's academic advising; ensure all program Policies are followed; work with the School of Behavioral Health and the University to ensure program is in compliance with all accreditation standards.

July 2006 – June 2011

PROGRAM COORDINATOR, M.S. GERONTOLOGY

Loma Linda University, Department of Social Work and Social Ecology

Duties: Manage program's academic advising; ensure all program policies are followed; work with the School of Behavioral Health

and the University to ensure program is in compliance with all accreditation standards.

July 2004 – June 2016

ASSISTANT PROFESSOR

Loma Linda University, Department of Social Work and Social Ecology

Duties: Administration, clinical teaching at the master's level, participation in University service, participation in department committees, reaffirmation committees, and student advisement.

Current position also includes Program Coordination for the Mental Health/Proposition 63 Stipend Program Faculty Advisor for Phi Alpha Honor Society.

June 2003 –
March 2004

MSW PROGRAM FIELD LIAISON

California State University San Bernardino, Department of Social Work

Duties: Facilitate seminar instruction and conduct planned agency visits each quarter; Monitor students' learning plans and completion of course assignments; Provide support and training to Field Instructors on areas relevant to the field practicum; Participate in faculty meetings related to curriculum development of the field practicum and concurrent classes; Communicate with assigned students and Field Instructors regarding concerns or issues; conduct phone conferences or agency visits as needed. Provide documentation on problem and resolution and include this in student's file. Inform the Director of Field Education informed about issues or concerns as they arise.

March 2002 –
June 2004

ADJUNCT FIELD LIAISON AND LECTURER

Loma Linda University, Department of Social Work and Social Ecology

Duties: Provide weekly clinical instruction and conduct planned agency visits each quarter; Monitor students' learning plans and completion of course assignments; Provide support and training to Field Instructors on areas relevant to the field practicum; Participate in faculty meetings related to curriculum development of the field practicum and concurrent classes; Communicate with assigned students and Field Instructors regarding concerns or issues; conduct phone conferences or agency visits as needed. Provide documentation on problem and resolution and include this in student's file. Inform the Director of Field Education informed about issues or concerns as they arise.

March – June 2002

LECTURER

California Baptist University, Department of Behavioral Sciences

Duties: Provide instruction at the baccalaureate level in the area of social policy

September 2001 –
June 2003

LECTURER

California State University San Bernardino, Department of Social Work

Duties: Clinical teaching related appointment at the professional master's level in the areas of foundation practice, child welfare, psychopathology, and DSM diagnosis

PROFESSIONAL WORK EXPERIENCE

October 2001 –
June 2003

INDEPENDENT CONTRACTOR

Loma Linda University Medical Center, Loma Linda, CA

Responsibilities: Provision of individual and group clinical supervision for 6-8 MSW employees and assisted employees in preparation for LCSW examination

September 1999 –
June 2001

CLINIC MANAGER II

Family Service Association of Western Riverside County, Riverside, CA

Responsibilities: Management and daily monitoring of Family Preservation, In-Home Services, and Child Abuse Treatment Contracts; Assisted in grant writing for development of Child Abuse Program funded by OCJP; Regular interfacing with DPSS, County Mental Health personnel (i.e. Contracts Administration, Fiscal, and Planning Supervisor), and program specialist from Office of Criminal Justice Planning; Regular participation in DPSS Contract Provider Meetings; Development and implementation of standardized forms for In-Home/Family Preservation use; Development of Program Policies and Procedures Manuals; Development and implementation of outcome measurement tools to monitor program effectiveness and ensure contract compliance; Timely preparation of monthly and quarterly reports as specified in DPSS contracts; Managerial supervision of seven program personnel; Coordination and implementation of agency's graduate student training program; Responsible for recruitment of graduate student personnel; Liaison for agency with graduate school programs (including regular on-going contact with graduate school administrators); Provide in-service training to students and/or staff; Provision of clinical supervision to MSW graduate students and MSW's pursuing licensure; Co-facilitated student case presentation group; Previous management and daily monitoring of agency's Domestic Violence Program (FAME) to maintain compliance with Probation Department standards and guidelines (also included daily contact with program participants, regular interfacing with program personnel); Responsible for FAME re-certification process (FY 2000-2001); Provision of clinical services, bio-psychosocial assessments, and

case management to children, adolescents, adults, and families via System of Care, Private, In-Home or EOP sources

June 1999 –
August 2002

PROGRAM CONSULTANT

Counseling and Intervention Strategies, Highland, CA

Responsibilities: Provision of supervision to domestic violence group facilitators, conduct psychosocial/lethality assessments to potential group members; assist in the annual development of program design and standardization procedures for program re-certification

July 1995 –
August 1999

DOMESTIC VIOLENCE INTERVENTION PROGRAM LIAISON

West End Family Counseling Services, Ontario, CA

Responsibilities: Coordination and management of Batterer's Treatment Program in accordance with State and County Probation guidelines and standards; assisted in the development of standardized procedures and forms implemented for Countywide use; Interfacing with administrators, social service agencies, judiciary personnel, shelter personnel, program participants (including disciplinary measures), and other related entities; participation in interagency councils on Domestic Violence (i.e. Consortium, Probation Department, Family Violence Councils); managerial supervision of program personnel

September 1993 –
August 1999

SENIOR STAFF CLINICIAN

West End Family Counseling Service, Ontario, CA

Responsibilities: Provision of clinical and case management services to children, adolescents, adults, couples, and families in private, non-profit community mental health agency; Clinical responsibilities: comprehensive bio-psychosocial assessments, crisis intervention, brief and long-term treatment utilizing individual, family, group, and home-visit modalities; Provision of clinical supervision to MSW graduate students; Assisted clinic director in the review of client charts and agency procedure for purposes of internal and external audits to ensure quality control; Participation in agency's coordination team meeting for determining approval of clinical services, service delivery issues, and case review

June 1993 –
August 1993

MEDICAL SOCIAL WORKER

Brea Community Hospital, Brea, CA

Responsibilities: Developed and implemented psychosocial assessment tool for hospital accreditation review; Completed psychosocial assessments and established appropriate linkages and referral; Provided crisis intervention, grief counseling, and facilitated diabetic support group module; Completed discharge planning for patients maintaining health and recovery; Filed CPS and APS reports per mandated reporting responsibilities; Regular interfacing with medical and administrative personnel as appropriate

TEACHING EXPERIENCE

Teaching of Graduate Courses

COURSE INSTRUCTOR

Department of Social Work, Azusa Pacific University,
Azusa, CA

Courses: Foundation Professional Practicum and Seminar
Clinical Specialization Professional Practicum and Seminar
International Social Work Practice
Introduction to Social Work (Undergraduate and Graduate level)
Social Work Practice with Groups

COURSE INSTRUCTOR

Department of Social Work and Social Ecology, Loma Linda University,
Loma Linda, CA

Courses: Human Behavior in a Cross-Cultural Environment
Advanced Integrative Clinical Practice
Foundation Practice with Individuals
Foundation Practice with Groups
Foundation Professional Practicum and Seminar
Advanced Professional Practicum and Seminar
Psychopathology, Pharmacology, and Diagnosis/DSM
Theories on Aging

COURSE INSTRUCTOR

Department of Social Work, California State University, San Bernardino,
San Bernardino, CA

Courses: Foundation Practice with Individuals
Foundation Practice with Families and Groups
Psychopathology
Clinical Issues in Child Welfare

PRESENTATIONS & SEMINARS

PEER REVIEW PRESENTATIONS

Freeman, K., Buckles, B., **Heredia-Miller, F.**, & Miller-Karas, E. (2015, October). *Community resiliency training for Filipino social workers and volunteers following typhoon Yolanda*. Paper submitted for presentation at the meeting of the Council on Social Work Education, Denver, Colorado.

Mathiesen, S., **Heredia-Miller, F.**, Tynan, M., and Winters, D. (October 2007) Preparing Educators for Aging Infusion: A Collaborative Curriculum Change Model in California, 2007 CSWE Annual Program Meeting, San Francisco, California

INVITED LECTURESHIPS AND TRAININGS:

Arechiga, A., **Heredia-Miller, F.**, & Vermeersch, D. (2015, November). *LLU International Behavioral Health Trauma Team Training in the Community Resiliency Model*. Invited training by for ADRA, Sioux Outlook, Canada.

Arechiga, A., Buckles, B., **Heredia-Miller, F.**, & Jackson, V. (2015, September). *LLU International Behavioral Health Trauma Team Training in the Community Resiliency Model*. Invited training for ADRA Canada, Kiev, Ukraine.

Arechiga, A., Buckles, B., **Heredia-Miller, F.**, & Jackson, V. (2015, September). *LLU International Behavioral Health Trauma Team Training in the Community Resiliency Model*. Invited training for ADRA Sierra Leone, Republic of Sierra Leone, West Africa.

Heredia-Miller, F. (May, 2015). *The Community Resiliency Model: An approach to create a resilient community*. Invited keynote speaker for the Loma Linda University Counseling and Family Sciences Student Research Conference, Loma Linda, CA

Buckles, B., Freeman, K., & **Heredia-Miller, F.** (2015, April). *LLU International Behavioral Health Trauma Team Training in the Community Resiliency Model*. Invited training for ADRA Japan, Tokyo, Japan.

Arechiga, A. **Heredia-Miller, F.**, Michaelson, C. (2014, November). *LLU International Behavioral Health Trauma Team Training in the Community Resiliency Model*. Invited training by ADRA St. Vincent, St. Vincent and the Grenadines.

COMMUNITY SERVICE PRESENTATIONS

Miller, Froylana (April, 2006) Clinical Case Management with the Elderly, Loma Linda University presentation to the students of Samyook University, Loma Linda, California

Miller, Froylana (May, 2004) Loving Without Hurting: Domestic Violence in Culturally Diverse Populations and Communities, 7th Annual Case Management Symposium, Moreno Valley, California

Miller, Froylana (March, 2004) Recognition of ethnic and cultural diversity in formulating a clinical diagnosis according to the DSM IV-TR, Jewish Family Services, Riverside, California

ACADEMIC SERVICE

2017 – Present Azusa Pacific University Department of Social Work
Curriculum Committee: Foundation Track
Position: Member

2017- Present Azusa Pacific University Department of Social Work

Curriculum Committee: Clinical Specialization Track
Position: Member

2017- Present Azusa Pacific University Department of Social Work
Curriculum Committee: Community Leadership and Program Administration
Position: Member

2016 – 2019 Azusa Pacific University Department of Social Work Leadership Team
Position: Member

2014 – 2016 Loma Linda University International Behavioral Health Trauma Team
Position: Member

2010 – 2016 Loma Linda University Behavioral Health Institute Executive Committee
Position: Member

2010 – 2016 Loma Linda University School of Behavioral Health Academic Affairs
Committee
Position: Member

2007 – 2009 Loma Linda University Inter-Faith Advisory Council
Position: School of Science and Technology Representative

2006 – 2011 Loma Linda University Geriatric Council
Position: Member

2006 – 2016 Loma Linda University Department of Social Work and Social Ecology
Executive Committee
Position: Member

2006 – 2016 Loma Linda University Department of Social Work and Social Ecology
Curriculum Committee
Position: Member

2004 – 2016 Loma Linda University Department of Social Work and Social Ecology Field
Committee
Position: Chair

2004 – 2016 Loma Linda University Department of Social Work and Social Ecology
Academic Standards Committee
Position: Member

2010 – 2014 Loma Linda University Department of Social Work and Social Ecology
Admissions Committee
Position: Chair

2004 – 2016 Loma Linda University Department of Social Work and Social Ecology
Admissions Committee
Position: Member

PROFESSIONAL BOARD/COMMITTEE EXPERIENCE

2019 – Present Council on Social Work Education – Council on Field Education
Position: Board Member

2016 –Present North American Network of Field Educators and Directors
Position: Member at Large

2013- Present Riverside County WET Steering Committee
Position: Member

2010- Present Inland Empire Clinical Education Collaborative
Position: Member

2016- 2020 California State Field Director's Consortium
Position: Co-Chair
Position: Planning Committee and Member

2010- 2020 Southern California Consortium of Field Director's
Position: Member

2013 - 2015 Knowledge and Education for Your Success, Inc. (KEYS)
Position: Executive Board Member

1995- 1999 Domestic Violence Intervention Consortium
Position: Member

VOLUNTEER EXPERIENCE

2017-2019 PTSA Historian, Martin Luther King High School, Riverside, CA

2016-2017 Martin Luther King High School Pep Squad JV Pom Team Mom

2015-2017 PTSA 4th Vice President (Health and Safety Officer), Martin Luther King High School, Riverside, CA

2014 – 2015 PTSA President, Amelia Earhart Middle School, Riverside, CA

2013 – 2014 PTSA 1st Vice President, Amelia Earhart Middle School, Riverside, CA

- 2010 – 2012 PTSA Secretary and Board Member, Amelia Earhart Middle School,
Riverside, CA
- 2006 – 2008 Facilitator of Children’s Rite of Christian Initiation Program, St. Catherine of
Alexandria, Riverside, CA
- 2006 – 2007 Facilitator of RCIA Inquiry Program, St. Catherine of Alexandria, Riverside,
CA
- 2004 – 2007 Eucharistic Minister in church assembly, St. Catherine of Alexandria,
Riverside, CA
- 2004 – 2008 Girl Scout Leader, Troop 844, San Gorgonio Council, Riverside, CA
- 2004 – 2005 Catechist for first grade students in Faith Formation Program, St. Catherine of
Alexandria, Riverside, CA

CURRENT MEMBERSHIPS AND AFFILIATIONS

Council on Social Work Education
North American Network of Field Educators and Directors
National Association of Social Workers

CLINICAL CERTIFICATIONS

Trauma Resiliency Model
Community Resiliency Model