# CHRISTINE CERVEN

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## EDUCATION

2010 Ph.D. Sociology
University of California, Riverside
Dissertation: *Identities and Psychological Well-Being: Integrating Theories and Evidence*
Comprehensive Exams: Social Psychology; Gender Studies

2006 M.A. Sociology
University of California, Riverside
Thesis: *Identities, Resources, and Psychological Well-Being* (High Ph.D. pass)

2003 B.A. Sociology
University of Idaho
Second Major: French

## EMPLOYMENT HISTORY

8/2018-Present **RESEARCH ANALYST III, BEHAVIORAL SCIENCES**
**Tobacco Control and Prevention Program (TCPP), Los Angeles County DPH**

Manage the planning, implementation, administration and evaluation of public health tobacco control policy campaign interventions and coalition building efforts

- Oversee and lead the development, coordination and implementation of secondhand smoke and tobacco retail licensing policy campaign intervention evaluation studies in 56 LA County cities
- Gather and analyze information from subcontracted partners on an ongoing basis to determine program quality and service effectiveness on the reduction of exposure to secondhand smoke and youth access to tobacco products and tobacco-free LA County coalition building
- Monitor and evaluate quality of program evaluation interventions and make recommendations to modify existing programmatic activities to improve program functioning
- Coordinate and collaborate with all project partners (internal and external) to ensure all elements of the program's evaluation studies are implemented in the most efficient and effective manner
- Present membership findings to Coalition for Tobacco Free LA County annually

- Coordinate and facilitate meetings with DPH programs, public and private sector groups, non-profits and public stakeholders on issues related to tobacco-free LA County coalition building, secondhand smoke and tobacco retail licensing policy campaigns and healthy retail environments
- Develop integrated staffing structures to ensure seamless execution of program activities across internal department divisions (i.e. policy, research and evaluation) and external partners (community-based organizations and external subcontractors)
- Manage and monitor budget, programmatic activities and deliverables of two external multi-component subcontracts (budgets of $500,000 & $200,000) evaluating smoke-free multiunit housing, smoke-free outdoor dining studies and the Tobacco Control Program's six primary objectives (coalition building, smoke-free housing and outdoor areas, tobacco retail licensing and smoking-cessation)
- Serve on tobacco-control program management team
- Lead and oversee development and execution of internal processing protocols (review and approval of subcontractor work) and evaluation instruments (surveys and interviews) related to secondhand smoke and tobacco retail licensing
- Supervise five analysts in the best practices in technical research related to secondhand smoke and tobacco retail licensing
- Facilitated contracts and grants staff's investigation of subcontracted programmatic activities in coordination Contract Program Auditor and identify areas of non-compliance with contractual terms
- Developed and maintained the capacity of evaluation unit staff and subcontracted agencies to implement intervention activities including coalition building, smoking-cessation, and smoke-free and tobacco retail licensing policy passage
- Oversee the development of position papers and present recommendations for how to reduce exposure to secondhand smoke and reduce youth access to tobacco products through programmatic services
- Served as Team Supervisor to team of 9 DPH and non-DPH staff conducting with COVID-19 positive patients and their close contacts (April 1, 2020-December 31, 2020)

3/2020 – 6/2021 **TEAM SUPERVISOR**
**COVID-19 CASE AND CONTACT INTERVIEWING BRANCH**
**Disaster Service Workers Incident Command Structure, Los Angeles County DPH**

Manage the onboarding, training, supervision, daily workflow and quality assurance of interviews conducted by team of Contact Tracers, Interviewers & and Assistant Leads

- Supervise, onboard and train team of 30+ Contact Tracers, Interviewers & and Assistant Leads of varying professional backgrounds and skill sets (Medical students-Administrative Assistants)
- Conduct quality assurance checks and recommended changes to staffing and program structures to ensure seamless execution of daily workflow
- Manage daily caseloads to ensure timely and high quality completion of interviews

- Provide technical assistance to Contact Tracers, Interviewers & and Assistant Leads
- Provide subject matter expertise on program structure development and data collection
- Evaluate performance of Contact Tracers, Interviewers & and Assistant Leads
- Council and remediate problems or issues of staff members
- Develop staff education materials
- Develop tools to organize and facilitate daily duties of a large team (30+)
- Utilize telework platforms (Microsoft Teams) to hold team meetings, conference calls and manage schedules
- Co-develop team Standard Operating Procedures (SOP) for Team Leads, Contact Tracers and Interviewers
- Participate in Leadership meetings
- Develop and evaluate workflows and made revisions to workflows based on evaluation findings
- Communicate diverse work responsibilities and deliverables of Contact Tracers, Interviewers & and Assistant Leads of diverse professional backgrounds
- Conduct quality assurance checks of interview data collected from COVID-19 positive patients and close contacts
- Review and approve overtime, incident activity logs and vacation requests bi-monthly
- Coordinate and maintain workflow of regular programmatic duties while managing COVID-19 re-assignment responsibilities

1/2018- **EVALUATION LEAD**
8/2018 **Tobacco Control and Prevention Program (TCPP), Los Angeles County DPH**

Managed the planning, implementation, administration and evaluation of public health tobacco control policy campaign programs and coalition building efforts

- Directed development, coordination and implementation of multiple evaluation studies related to tobacco-free coalition building, smoke-free housing and outdoor areas, tobacco retail licensing and smoking-cessation
- Coordinated, facilitated and participated in meetings with all program partners (e.g. participating departments, policy coordinators, program managers, contracted agencies, stakeholder groups, community organizations)
- Oversaw, led and partnered with external DPH programs (SAPC, Nutrition and Environmental Health) to implement healthy retail public health statewide initiative for Los Angeles County
- Developed evaluation instruments, led trainings and oversaw data collection for over 450 retail store observations and Public Opinion surveys and 10 Key Informant Interviews
- Obtained DPH Institutional Review Board (IRB) approval for entire program to conduct evaluation activities (surveys, interviews) with constituents and key community stakeholders in 56 cities across LA County related to tobacco-free

coalition building, smoke-free housing and outdoor areas, tobacco retail licensing and smoking-cessation

- Oversaw and implemented Tobacco-Free Coalition Evaluation activities including the development of reports deliverable to the Executive Committee
- Prepared written interim and progress reports on program evaluation activities and program goals of passing policies
- Evaluated and ensured all elements of the tobacco control program's evaluation unit met the needs of subcontracted agencies implementing tobacco control policy campaigns and operated in the most efficient and effective manner
- Developed standards for quality assurance of evaluation activities administered by subcontracted agencies working on smoke-free and tobacco retail license policy campaigns
- Created structures and practices to ensure seamless execution of program activities across internal department units (i.e. policy, research and evaluation units) and external partners (community-based organizations, subcontracted agencies and other public entities)
- Served on department management team
- Supervised and mentored team of 4 analysts
- Developed and maintained the capacity of evaluation unit staff and subcontracted agencies to implement intervention activities including coalition building, smoking-cessation, and smoke-free and tobacco retail licensing policy passage

2014-2017 **RESEARCHER**

**Chapin Hall Center for Children at the University of Chicago**, www.chapinhall.org

Managed the planning, implementation, administration and evaluation of public health programs focused on social determinants of health among youth.

- Lead and organized public health community interventions focused on health outcomes of youth in 3 US Counties (San Diego, Walla Walla, WA and Cook, IL)
- Gathered and analyzed information from community partners on an ongoing basis to determine program and service intervention effectiveness
- Monitored quality of program related activities and services and make recommendations to modify existing programs and activities
- Coordinated and collaborated with all project partners (internal and external) to ensure all elements of the program's evaluation studies are implemented in the most efficient and effective manner
- Oversaw and led team of 12 analysts (intervention field operators and in-house analysts) in this work for over 3 years.
- Wrote multiple interim and final reports making recommendations for specific programmatic interventions to increase physical and mental health among youth
- Ensured report findings were used to inform programmatic changes among providers
- Developed and maintained positive working relationships with key local government, after school and homeless program provider stakeholders

- Consulted and collaborated with community stakeholders including community-based agencies concerning intervention design and implementation
- Consulted with outside departmental professional and administrative personnel in the development of intervention study design, the execution of the interventions and the practical application of their results
- Developed original intervention recommendations directed toward the improvement and efficiency of public health programs and human services aimed to serve youth in 3 US Counties (San Diego, Walla Walla, WA and Cook, IL)

2013-2014 **POSTDOCTORAL RESEARCH ASSOCIATE**
Center for Culturally Responsive Evaluation and Assessment (CREA)
College of Education
**University of Illinois, Urbana-Champaign**
http://education.illinois.edu/crea

- Wrote collaborative grants for projects to 1) examine culturally responsive pedagogy in elementary school classrooms (Spencer Foundation) and 2) conduct a meta-evaluation of the National Science Foundation's "broadening participation" in STEM fields initiative
- Co-coordinated 2nd annual CREA international conference; Chicago, IL
http://education.illinois.edu/crea/conference

2010-2013 **POSTDOCTORAL RESEARCH FELLOW**
Pathways to Postsecondary Success
Department of Education Studies
**University of California, San Diego**
Principle Investigators: Amanda Datnow and Daniel Solorzano
http://pathways.gseis.ucla.edu

Served on management team and lead researcher on study focused on social determinants of educational attainment

- Supervised team of 4 analysts
- Trained and led team analysts in technical work, data collection and analysis
- Provided recommendations to management to improve program functioning including best practices, technical research and staffing
- Recruited sample of 100 study participants
- Researched, analyzed and developed data collection and data processing protocols
- Recommended areas of improvement in program functioning
- Conducted 3 waves of semi-structured interviews with 40+ low-income young women
- Developed and monitored Memorandum of Understandings (MOUs) with project partners.
- Conducted shadowing and observations of women attending class, counseling sessions, tutoring sessions and while completing course materials

- Analyzed interview data utilizing Atlas.ti and background survey data utilizing STATA
- Wrote papers and policy briefs on findings that highlight the supports and barriers the participants of the study encountered in their educational endeavors
- Presented study findings at professional conferences as well as multiple Gates Foundation project convenings that included all teams on grant (7 teams in total)

## Methodological Training

2005-2010 **Quantitative Research Experience**

*Survey Design, Experimental Implementation and Statistical Analysis*
Graduate training, Department of Sociology
University of California, Riverside

- Originated, developed and implemented two surveys for two separate studies: one examined ethnic identity and the other examined psychological well-being (dissertation).
- Recruited and collected data from over 2,000 student participants for both surveys
- Originated and developed innovative measures for theoretical concepts to be tested in study
- Cleaned, (re)coded and analyzed data utilizing regression (OLS and SUR) and factor analysis techniques in STATA
- Facilitated the implementation of laboratory experiments
- Planned, designed, and conducted research projects involving complex experimental designs such as univariate and multi-variate analysis of variance (OLS and SUR regression techniques) and standard and inverse factor analysis
- Managed and analyzed administrative data on students in postsecondary education from National Center of Education Statistics (NCES): A large nationally based statistical database
- Synthesized findings, created graphics and developed papers, book chapters and reports for publication
- Presented findings of studies at multiple professional meetings and conferences to diverse audiences including policy makers, practitioners and academics

2007-2010 **Qualitative Research Experience**

*Interviews, Focus Groups & Observations*
Graduate Student Researcher**,** California Community College Collaborative (C4)
University of California, Riverside.

- Coordinated the site visits for a qualitative study examining community college programs
- Conducted interviews with students, faculty, and administrators across CA
- Conducted focus groups each comprised of students, faculty, and administrators
- Trained to utilize Atlas.ti to analyze and conceptually map large bodies of textual and video qualitative data

- Assisted in writing a grant to acquire funds from the William T. Grant Foundation for the research project entitled "Constructing Possibilities: Developing youth and Postsecondary Education Organizations"
    - Presented findings of various projects at multiple professional meetings
- Conducted literature reviews in multiple areas within the field of Higher Education

**PUBLICATIONS**

Policy Reports

2019 Samuels, G. M., **Cerven, C.,** Robinson, S. R. & Curry, S. R. Voices of Youth Count (VoYC) In depth interviews: Technical report. Chicago, IL: Chapin Hall at the University of Chicago.

2018 Samuels, G. M., **Cerven, C.,** Curry, S. R.& Robinson, S. R. Missed Opportunities: Critical Conditions in Youth Pathways of Homelessness. Chicago, IL: Chapin Hall at the University of Chicago.

2016 Spielberger, J., Axelrod, J., Dasgupta, D., **Cerven, C.,** Spain, A., Khom, A., & Mader, N. *Connecting the Dots*: *Data Use in Afterschool Systems.* Interim report prepared for the Wallace Foundation. http://www.wallacefoundation.org/knowledge-center/Documents/Connecting-the-Dots-Data-Use-in-Afterschool-Systems.pdf

2013 **Cerven, C.,** Park, V., Nations, J., & Nielsen, K. (September). *College can be complicated: Low-income single mothers' experiences in postsecondary education.* Policy Report prepared for UC/ACCORD's Pathways to Postsecondary Success Project. http://pathways.gseis.ucla.edu/publications/MLSES_PolicyBrief.pdf.

2013 Park, V., **Cerven**, C., Nations, J. & Nielsen, K. *What matters for community college success? Assumptions and realities concerning student supports for low-income women*. Policy Report prepared for UC/ACCORD's Pathways to Postsecondary Success Project. http://pathways.gseis.ucla.edu/publications/201302_WhatMattersPR.pdf.

2010 Levin, J. S., Cox, E. M., Kisker, C., **Cerven, C.**, Harberler, Z., Smith, M., Chang, Y., Taylor, N., Montero-Hernandez, V., Roys, J., Beach, J., Silverman, J., & Mulholland, S. *Promising Practices in Community Colleges*. Riverside, CA: California Community College Collaborative (C4), University of California, Riverside. http://c4.ucr.edu/documents/Transferring%20Promising%20Practices%20_Feb%20%202010_.pdf.

Refereed Articles

2019 Curry, S. R., Samuels, G. M., **Cerven, C.** & Dworsky, A. "Navigating Housing Instability and Substance Use: Hidden Tensions Facing Youth in Small Town America." *Journal of Social Service Research*, DOI: 10.1080/01488376.2019.1575322

2018 Samuels, G. M., **Cerven, C.,** Curry, S. R & Robinson, S. R. "Nothing is for free": Youth logics of engaging resources while unstably housed. *Cityscape*. *20*(3), 35-68.

2013 **Cerven, C.** Public and Private Lives: Institutional Structures and Personal Supports in Low-Income Single Mothers' Educational Pursuits. *Education Policy Analysis Archives*, *21*(7). http://epaa.asu.edu/ojs/article/view/1179/1060. This article is part of EPAA/AAPE's Special Issue on *The American Community college in the 21st Century*, Guest Edited by Dr. Jeanne M. Powers and Amelia M. Topper.

2011 Levin, J. S., Cox, E. M., Haberler, Z., & **Cerven, C.** The Success Centers: A Case Study of Basic Skills at Chaffey College. *Community College Journal of Research and Practice*, *35*(5), 383-409.

2010 Levin, J. S., Cox, E. M., **Cerven, C.**, & Haberler, Z. The Recipe for Promising Practices in Community Colleges. *Community College Review*, *38*(1), 31-58.

2010 Levin, J. S., Montero-Hernandez, V., & **Cerven, C.** Succeeding in Community College: Advancing the Educational Progress of Working Students. *Policy Matters*, 4(2).

2007 Burke, P. J., Stets, J. E., & **Cerven, C.** Gender, Legitimation, and Identity Verification in Groups. *Social Psychology Quarterly,* 70(1): 27-42.

Book Chapters

2019 Burke, P. J. & **Cerven, C.** Identity Accumulation, Verification and Well-Being in *Identities in Everyday Life*, Edited by J. E. Stets & R. T. Serpe. Oxford University Press.

2018 Montero-Hernandez, V. & **Cerven, C.** Adult Student Development: The Socio-agentic Approach and its Relationship to the Community College Context, in *Understanding Community Colleges*, 2nd edition, Edited by Levin, J. S. & Kater, S.

2012 Montero-Hernandez, V. & **Cerven, C.** Adult Student Development: The Agentic Approach and its Relationship to the Community College Context, in *Understanding Community Colleges*, part of Routledge – Taylor and Francis Group's "Core Concepts in Higher Education" series. Edited by Levin, J. S. & Kater, S.

2011 Levin, J. S., Montero-Hernandez, V., & **Cerven, C.** Overcoming Adversity: Community College Students and Work, in *Understanding the Working College Student: New Research and its Practical Implications for Policy and Practice*. Edited by Perna, L. Sterling, VA: Stylus.

2011 Levin, J. S., Montero-Hernandez, V., & **Cerven, C.,** & Shaker, G. Welfare Students in Community Colleges: Policy and Policy Implementation as Barriers to Educational Attainment, in *Recognizing and Serving Low Income Students in Postsecondary Education: An Examination of Institutional Policies, Practices, and Culture*. Edited by Kezar, A. New York: Routledge.

2008 Stets, J. E., Carter, M. J., Harrod, M. M., **Cerven, C.,** & Abrutyn, S. The Moral Identity, Moral Emotions, and the Normative Order, in *Social Structure and Emotion*. Edited by Robinson, D. T. & Warner, J. C. Boston: Elsevier.

**COMPUTER AND SOFTWARE SKILLS**

- STATA
- SPSS
- ATLAS.ti
- NVivo
- EXCEL

**PRESENTATIONS AT PROFESSIONAL MEETINGS**

2019 Cerven, Christine and Cynthia Song-Mayeda. "Achieving Equity in Tobacco Control and Prevention Efforts: Material Development for Los Angeles County Residents." Post presented at the annual meeting of the Nation Council on Tobacco or Health. Minneapolis, MN.

2014 Cerven, Christine. "Critical Junctures: How Student-College Counselor Interactions Shape Low-Income Students' Navigation of a Community College." Presented at the annual meeting of the Council for the Study of Community Colleges (CSCC). Washington, D. C.

2012 Cerven, Christine. "Public and Private Lives: Institutional Structures and Personal Supports in Low-Income Single Mothers' Educational Pursuits. Presented at the annual meeting for the American Sociological Association. Denver, Colorado.

2012 Cerven, Christine and Vicki Park. "Critical Interactions: How Student-College Counselor Interactions Shape Low-Income Students' Navigation of a Community College." Presented at the annual meeting for the American Educational Research Association. Vancouver, British Columbia.

2010 Cerven, Christine, Virginia Montero-Hernandez, and John S. Levin. "Overcoming Adversity: Community College Students and Work." Presented at the annual meeting for the Council for Opportunity in Education (COE) conference. San Diego, CA.

2010 Cerven, Christine, John S. Levin, Elizabeth Cox, and Zachary Harberler. "Promising Practices: A Case Study of the City College of San Francisco ESL Program." Presented at the annual meeting of the Council for the Study of Community Colleges (CSCC). Seattle, WA.

2009 Cerven, Christine, Virginia Montero-Hernandez, and John S. Levin. "Low Income Students in Community Colleges: Welfare-to-Work Policies and Community

College Practice." Presented at the annual meeting of the Association for the Study of Higher Education (ASHE). Vancouver, Canada.

2009 Cerven, Christine. "Identities and Psychological Well-Being." Presented at the annual meeting of the American Sociological Association (ASA). San Francisco, CA.

2009 Burke, Peter J., Christine Cerven, and Michael M. Harrod. "Ethnic Identity Measurement." Presented at the annual meeting of the Pacific Sociological Association (PSA). San Diego, CA.

2008 Cerven, Christine. "Ethnic Identity: Meaning and Psychological Well-Being." Presented at the annual meeting of the International Sociological Association Research Committee on Social Psychology RC42 (ISA). Barcelona, Spain.

2008 Cerven, Christine. "Ethnic Identity: Meaning and Verification." Presented at the Group Processes annual meeting. Boston, MA.

2008 Cerven, Christine, John S. Levin, Carrie Kisker, Elizabeth M. Cox, Josh M. Beach, Yueh-ching Chang, and Jennifer Silverman. "Examining and Transferring Promising Practices in Community Colleges." Presented at the annual meeting of the Council for the Study of Community Colleges (CSCC). Philadelphia, PA.

2008 Cerven, Christine, John S. Levin, and Virginia Montero-Hernandez. "Community colleges as developmental sites: A socio-cultural perspective on students' identity formation at Edmonds Community College in Washington." Presented at the annual forum of the Association for Institutional Research (AIR). Seattle, WA.

2007 Cerven, Christine. "Identities, Resources, and Psychological Well-Being." Presented at the annual meeting of Group Processes Conference. New York, NY.

2006 Stets, Jan E., Michael M. Harrod, Michael J. Carter, Christine Cerven, Seth Abrutyn and Shelley Osborn. "Identify Verification and Emotions: The Role of Prominence, Salience, and Commitment." Presented at the annual meeting of the International Sociological Association Research Committee on Social Psychology RC42 (ISA). Durban, South Africa.

2006 Cerven, Christine. "Identities, Socioeconomic Status, and Psychological Well-Being." Presented at the 2006 annual meeting of the American Sociological Association Mental Health Section (ASA). Montréal, Canada.

2006 Stets, Jan E, Michael M. Harrod, Michael J. Carter, Christine Cerven, and Seth Abrutyn. "The Moral Identity, Status, Moral Emotions, and the Normative Order." Presented at the meeting of Social Structure and Emotion. Athens, GA.

2006 Cerven, Christine. "Psychological Well-Being, Socioeconomic Status, and the Accumulation of Multiple Identities." Presented at the annual meeting of the Pacific Sociological Association (PSA). Universal City, CA.

2005 Cerven, Christine, Burke, Peter J., and Jan E. Stets. "Legitimation, Gender, and Identity Verification in Groups." Presented at the annual meeting of Group Processes Conference. Philadelphia, PA.

**TEACHING EXPERIENCE**

**INSTRUCTOR**, University of California, Riverside

**The Development of Sociological Theory** (Summer session 1, 2009)
**Methods in Social Science Research** (Summer session 2, 2008)

**TEACHING ASSISTANT**, University of California, Riverside

**Introduction to Sociology** (TA for 7 courses in total; Fall 2004; Winter 2005; Fall 2005; Winter 2006; Winter 2007; Spring 2007)
**Social Psychology** (Spring 2005)
**Socialization and Personality** (Summer session 2, 2005; Spring 2006)
**Methods in Social Science Research** (Summer session 1, 2005)
**Statistics** (Summer session 1, 2006; Summer session 2, 2006)
**Family Violence** (Fall 2006)

**AWARDS AND HONORS**

2005 Graduate Division Fellowship, University of California, Riverside
2004 Graduate Division Fellowship, University of California, Riverside

2003 Undergraduate Excellence in Sociology Award, University of Idaho
2002 Alpha Kappa Delta International Sociology Honor Society
2000-2001 Scholarship to Study in France, Department of Foreign Languages and Literatures, University of Idaho

**PROFESSIONAL SERVICE**

2013 *Panel Reviewer*—2014 targeted research grant proposals in Advanced Technical Education (ATE), NSF Department of Undergraduate Education (DUE)
2013 *Reviewer—Education Policy Analysis Archives*

2012-13 *Reviewer—Social Psychology Quarterly*

2009 *Reviewer—Journal of Family Issues*

2009 *Table Presider*—Section on Social Psychology**/** Sociology of Emotions Roundtable, American Sociological Association, San Francisco, CA
2006-08 Vice President—Sociology Graduate Student Association, UC, Riverside

**PROFESSIONAL ASSOCIATIONS**

American Sociological Association
Sociologists for Women in Society

International Sociological Association
American Educational Research Association
Association for the Study of Higher Education
Association for Institutional Research
Council for the Study of Community Colleges
Alpha Kappa Delta International Honor Society