

Michael D. Serrano, PhD, LCSW, CASAC 2, C-DBT
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EDUCATION

Yeshiva University, Wurzweiler School of Social Work, New York, NY **2019-2022**
Doctor of Philosophy in Social Welfare (Ph.D.) (May 2022)

Silberman School of Social Work at Hunter College, New York, NY **2014-2015**
Master of Social Work (M.S.W.) in Clinical Practice
Specialization: Children, Youth and Families

Lehman College, Bronx, NY **2012-2014**
Bachelor of Arts (B.A.) in Social Work conferred in May 2014
Magna cum laude, Department Honors: Social Work, Presidential Scholar

LICENSURE AND CERTIFICATES/AFFILIATIONS

New York State Licensed Clinical Social Worker (LCSW)
Certified Addiction and Substance Abuse Counselor (CASAC-2)
Certified Dialectical Behavioral Therapist (C-DBT)
OASAS: Screen, Brief Intervention, and Referral to Treatment (SBIRT)
National Council for Behavioral Health, Mental Health First Aid
Jewish Board, Trauma Focused-CBT
Council on Social Work Education, Now is the Time: Minority Fellowship Program – Youth (MFP-Y) 2015

EDITORIAL REVIEW BOARD POSITIONS

Journal of Social Work Practice in Addictions
Journal of Addiction Research and Theory

TEACHING & RESEARCH INTERESTS

Clinical social work practice, social work education, online social work education, evidence-based practices, substance use disorders, opioid overdose, peer support workers, intervention research, mixed methods, qualitative and quantitative methodology.

TEACHING EXPERIENCE

University at Buffalo, School of Social Work, Buffalo, NY **01/2024-present**
Adjunct Instructor
Class Taught
Hybrid Master Class
Social work practice with addiction, social work practice with LGBT populations

Silberman School of Social Work at Hunter College, NY, NY **09/2021-present**
Field Advisor/Instructor
Class Taught
Faculty Advisor
Field advisor and liaison for second year master students

Fordham University, Graduate School of Social Service, NY, NY **07/2021-present**
Adjunct Instructor
Class Taught
Hybrid Master Class
Social Work Practice Across the Life Span/Human Behavior in the Social Environment Asynchronous
Master Classes

Wurzweiler School of Social Work at Yeshiva University, NY, NY **06/2020-present**
Adjunct Faculty
Classes Taught
Live DSW Class
Trauma Informed Theory, Research, and Treatment Interventions

Live Master Classes

Advanced Clinical Practice with Individuals and Families I
Social Work Practice with Addictions I
Social Work Practice with Addictions II
Social Work Practice with Addictions II
Psychosocial Pathology

Asynchronous Master Classes

Social Work Practice with Addictions I
Social Work Practice with Addictions II
Social Work Practice with Addictions II

SOCIAL WORK EXPERIENCE

New York City Department of Health and Mental Hygiene, Long Island City, NY

Senior Director, Bureau of Health Promotion for Justice Impacted Populations

4/2023-present

- Lead overall program supervision to senior supervisors.
- Provide overall program oversight, including program metrics, and outcomes using SAS, Excel, Tableau.
- Expand quality assurance efforts, data collection and tracking.
- Provider contract management to sites, and managed budget of 1.7 million dollars.

Essen Health Care, Bronx, NY

Assistant Vice President of Operations

7/2022-4/2023

- Lead performance management processes, including measuring and evaluation process and long term outcomes
- Provided programmatic and program oversight, such as monitoring performance, performance metrics and overall quality of the program. Increased performance metrics to over 95%.
- Develop revenue generating activities, programs and business development, including opening up a children's program. Increased the client base and expanded program operations.
- Manage processes for organizational objectives and strategies. Implemented system operations, productivity analysis and cost control.
- Maintain positive working relationships with managerial staff and entities that provided oversight.

Michael Serrano LCSW, NY, NY

Private Practice

01/2020-present

- Conduct individual validated screening tools (PHQ-9, GAD, PCL-C), biopsychosocial assessments and treatment planning
- Provide individual psychotherapy to individuals experiencing substance use, depression, anxiety, social anxiety, obsessive compulsion disorders, PTSD and other stressors

New York City Department of Health and Mental Hygiene, Long Island City, NY

Assistant Director, Bureau of Alcohol and Drug Use Prevention, Care and Treatment

7/2017-7/2022

- Provided direct clinical and administrative supervision to 5 program supervisors and indirectly supervise 40 staff members
- Oversaw staff productivity, including caseload monitoring, performance, and program productivity
- Increased the program's engagement rates to 70% and increased the consent rates to the evaluation to 75%
- Expanded the program sites to 14 additional contracted hospital sites throughout New York City
- Implemented and expanded the program's quality assurance and quality improvement efforts including the implementation of chart reviews, program indicators and the implementation of CTI fidelity tools
- Developed and implemented training manuals for the Wellness Advocates including policies and procedures, data collection using Maven and SAS, client boundaries, overdose prevention and harm reduction
- Implemented and adapted the program's follow-up model to the Critical Time Intervention (CTI) model
- Coordinated with the bureau's evaluation team to coordinate data quality improvement using SAS data
- Conducted site visits to hospital emergency departments to ensure the implementation of services using SAS to report on quantitative data on process and outcome-based data
- Assisted with reporting on monthly syndromic data to each contracted hospital
- Represented DOHMH and work collaboratively with other internal programming, public and private partners, outside press, contracted hospitals and other health providers
- Participated in the bureau's racial equity work, including co creating the ECAP process

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Project Renewal, New York, NY

Interim Director of Health Homes

10/2016-7/2017

- Oversaw the provision of care coordination services to enrolled Health Homes members who have chronic conditions
- Managed the day-to-day operations, managed a team of Care Coordination Supervisors, including monitoring caseloads, and core service productivity and program performance
- Provided clinical and administrative supervision to care coordinators and care coordination supervisors.
- Increased the program's revenue to \$1.5 million dollars
- Managed the program's budget, budget projections, reconciliation, payments and conducted variance reviews
- Reviewed and create internal policies on documentation, client care, best practices and operational effectiveness
- Developed and manage HARP and DSRIP projects
- Implemented the CTI intervention in the hospital emergency rooms

Jewish Board, New York, NY

Fee for Service Social Worker

01/2015-01/2018

- Provided individual and family therapy to children, youth and families who suffer from depression, ADHD, oppositional defiant disorder, autism spectrum disorder, anxiety, PTSD and other stressors
- Documented clinical progress using the SOAP note format
- Conducted therapeutic treatment using interpersonal, relational, cognitive/behavioral, trauma-informed CBT, psychodynamic, solution focused and motivational interviewing techniques

Bailey House, New York, NY

Director of Evidence Based Practices

01/2016-11/2016

- Provided clinical and administrative individual and group supervision to five full-time staff
- Managed a budget of \$1.5 million dollars and managed contractual obligations
- Assisted with the development of policies and procedures for HIV and hepatitis C testing
- Created evidence-based screening tools and groups for substance using clients
- Ensured quality assurance efforts to maintain quality control using AWARDS
- Assisted with the program's outcomes data evaluation using AWARDS and SPSS to analyze changes in substance use behavior using self-reported data

Bailey House, New York, NY

Psychotherapist

01/2015-01/2016

- Conducted psychosocial assessments
- Provide individual psychotherapy for individuals with mental health and substance use disorders
- Diagnosed and created treatment plans to work on goals and objectives
- Referred clients to high level of care including psychiatric care and medication management

Edward A. Reynolds Alternative High School, New York, NY

MSW Clinical Social Work Intern

05/2014-06/2015

- Managed a caseload of 20 Hispanic and African American high school students
- Provided crisis intervention for homicidal ideation, suicidal ideation, abuse and maltreatment
- Formulated treatment plans for students with PTSD, depression, anxiety, and other disorders
- Conducted therapeutic treatment using interpersonal, relational, cognitive/behavioral, psychodynamic, solution focused and motivational interviewing techniques

St. Ann's Corner of Harm Reduction, Bronx, NY

Social Work Intern, Counseling Services

05/2013-05/2014

- Conducted intakes and bio-psycho-social-spiritual assessments to the IDU and AOD population
- Facilitated and created harm reduction, psycho-educational, therapeutic and support groups
- Formulated service plans with clients to outline short-term and long-term goals
- Conducted progress note assessments on individual and group sessions in AIRS and e-Share in 24 hours

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ADDITIONAL EXPERIENCE

Harlem United Community AIDS Center, New York, NY

Program Coordinator, Community Education Helping Our Members Evolve (HOME) 02/2013-05/2014

- Delivered clinical and administrative group and individual supervision for a team of five Community Health Specialists
- Increased outreach, individual and group outcomes for six state and federal contracts for adolescent youth
- Created data driven/administrative supervision to record year to date progress
- Co-facilitated Effective Behavioral Interventions (EBIs: Community PROMISE, SISTA); community, group and individual level to the LGBTQ population and transgender communities for adolescent youth
- Created Continuous Quality Improvement (CQI) for program development and implementation

Harlem United Community AIDS Center, New York, NY

Program Coordinator, Patient Navigation Services – Access to Care Program 01/2012-02/2013

- Ran clinical and administrative group and individual supervision for a team of six Patient Navigators
- Coordinated HIV/HCV clients to medical care and retention to care to meet 80% of program's outcomes
- Developed daily, monthly and weekly schedules to ensure care coordination services are completed
- Operated quality assurance activities such as chart reviews, referral verification and data submission
- Increased linkage, verification and escorts to medical care and supportive HIV services

Bronx AIDS Services, Bronx, NY

3MV/OMP Outcomes Monitoring Evaluator, YMSM Program 01/2008-01/2012

- Increased initial, 90-day and 180-day behavioral evaluations for 3MV graduates by 90%
- Provided monthly, quarterly, annual qualitative and quantitative reports
- Guided and organized quality assurance efforts such as data and chart audits
- Engaged participants for the 3MV intervention to the YMSM/YTG adolescent population

Hispanic AIDS Forum, New York, NY

HIV Testing Technician 02/2007-01/2008

- Offered HIV pre/post-test counseling to the Latino and African American high-risk communities
- Disseminated safer sex kits and HIV educational materials
- Prepared programmatic reports; qualitative and quantitative

Intake/Data Entry Clerk

03/2006-02/2007

- Recruited, engaged and retained clients for on-going programs
- Assisted with office and client documentation
- Carried out data entry daily basis
- Delivered administrative support to entire office personnel

RESEARCH EXPERIENCE

Co-Investigator

03/2022-present

Wurzweiler School of Social Work, Yeshiva University, New York, NY

- Involved in conducting a mixed-methods study on investigating the role of Zoom fatigue among social work students in the US. Took part in study design, study implementation, data collection, and survey design.

Field Interviewer for NIH CHORDS Research Study of Ryan White Part A Evaluation

06/2015-06/2016

New York City Department of Health and Mental Hygiene, New York, NY

- Involved in collecting quantitative and qualitative data using the ACASI survey and coordinated with Ryan White Care Coordination funded agencies.

PUBLICATIONS

- Hood, Q., Serrano, M., & Islam, M. (In Press). Implementation Facilitators and Challenges of a Community Health Worker Program to Address Health Disparities for People Recently Released from Incarceration.
- Serrano, M., Ruiz, F., & Flaherty, H. (Under Review, 2023). Revalidating a Zoom Fatigue Scale Among Social Work Students. Submitted to *Journal of Social Work Education*.
- Serrano, M. (2022). A qualitative study: harm reduction and opioid overdose strategies for Black and Latinx opioid overdose survivors. *Journal of Social Work Practice in the Addictions*.

- **Serrano, M.** & Conley, T. (2021). The role of peers and social workers in addressing the opioid crisis. *Journal of Social Work in Mental Health*.
- Mandell, M., Taylor, G., Krase, K., **Serrano, M.**, & Wang, D. (Under Review, 2021). When the world shuts down: Importance of social media in the United States as a source of support and information during the COVID-19 Pandemic. Submitted to: *SN Social Sciences*.
- Nelson, T., Moore, K., Krase, K., **Serrano, M.** & Wang, D. (Under Review, 2021). Coping and adaptation of social workers early in the COVID-19 pandemic. Submitted to: *SN Social Sciences*.

CONFERENCE PRESENTATIONS

- **Serrano, M.**, Edwards, J. (2023, October). *Breaking New Ground: Ramping Up Supervision in Peer-Delivered Services*. Presented at the 2023 CSWE APM Annual Conference, Atlanta, GA.
- **Serrano, M.**, Kelleher, C. (2019, August). *Integrating Peer Professionals within the Substance Use Continuum of Care*. Presented at the 20th Annual ASAP Conference, Niagara Falls, NY.
- **Serrano, M.**, Edwards, J. (2019, June). *Breaking New Ground: Ramping Up Supervision in Peer-Delivered Services*. Presented at the 2019 NASW-NYS Conference, Saratoga, NY.
- **Serrano, M.**, Isaac, D. (2019, May). *Utilizing Peers to Support Overdose Survivors in New York City Emergency Departments*. Presented at the 2019 New York State Public Health Association Conference, Cortland, NY, May 2019.
- Atkinson, H., Ferreira, K., **Serrano, M.**, Zweig, S. (2018, May). *Self-Reported Psychological Distress among NYC Residents Using the CHS 2011 Survey*. Presented at the CUNY School of Public Health, New York, NY, May 2018.
- **Serrano, M.**, Coleman, S., Ray, T., Williams, D. (2011, August). *Using Social Networking Strategies in the House and Ball Scene to Provide HIV Prevention Services*. Round table discussion presented at the 2011 Center for Disease Control's National HIV Prevention Conference, Atlanta, GA.

CONTRIBUTION TO GRANT SUBMISSIONS

Healthcare Access for Individuals Reentering the Community from Jail or Incarceration; NYC Health Justice Network. Mother Cabrini Health Foundation. Total Award Amount: \$600,000.00. Total Award Period Covered: 01/01/2025 – 12/31/2025.