

CURRICULUM VITAE

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EDUCATION

- 1988 Ph.D. - Social Welfare - Case Western Reserve University, Cleveland, Ohio.
Dissertation Title: The Influence of Culture on Casework Practice in India: A
Study of Social Workers' Perceptions in Bombay.
- 1979 M.A. - Social Welfare (equivalent to U.S. accredited M.S.W. program).
Tata Institute of Social Sciences, Bombay, India.
Thesis Title: Education of Muslim Women in Bombay, India.
- 1977 B.A. - English Honors- Loreto College, Calcutta, India.

PROFESSIONAL LICENSE

1990 - Present Licensed Independent Social Worker –Supervisor.

WORK EXPERIENCE

Center for Research and Education, Benjamin Rose Institute on Aging, Cleveland, Ohio.

7/04 – Present *Senior Research Scientist II*
8/98 – 6/04 *Senior Research Associate*
8/94 - 7/98 *Research Associate*

Obtain external funding; hire, train and supervise staff on projects, conduct interviewer training for various projects, work with different community sites/liaisons on projects, participate in departmental planning, and interface with various divisions of the Institute. Developed and evaluated online training modules on abuse, neglect and exploitation for case managers working with older adults and adults with disabilities. Each module includes continuing education units for social workers, counselors and nurses. Past chair of Ethics Committee, and past Co-Chair, Cultural Diversity Committee. Developed the International Fellowship in Aging Program for Benjamin Rose. Mentor students from local and national and international universities including

Cleveland State University (Social Work, Sociology and Criminology, Psychology and Adult Development); University of Akron: (Sociology); Miami University: (Gerontology); Case Western Reserve University: (Social Work, Work). Co-lead the establishment of the Gerontology Training Program for the Council of International Programs and mentored the first international trainee in 2006. Faculty Advisor, India Study Abroad Program, Case Western Reserve University and University of Southern Illinois, 12/07 through 1/08. Currently developing an International Fellowship in Gerontology.

2009 Adjunct Faculty, Department of Health Sciences. Co-teaching class with Dr. Linda Noelker on Evidence-based Gerontological Services, Research, and Policy.

1988 - 1994 *The Research Institute, Menorah Park Center for the Aging, Cleveland, Ohio.*
 10/91 - 8/94 *Senior Research Associate*
 12/89 - 09/91 *Acting Director*
 02/88 - 12/89 *Research Associate*

Coordinate funded and un-funded grants (primary focus long-term care, applied research and program evaluation including annual family satisfaction studies); supervise staff; oversee data management and statistical analysis; member of administrative staff and Board committees (Research; Community and outreach services; Assisted living; and Professional Care). Organized the Nursing Home Research Interest Group (NHRIG), Cleveland, Ohio: a coalition of nursing homes in Cuyahoga County interested in participating, promoting, and conducting research in partnership with professional organizations engaged in research.

1/91 -12/00 *Mandel School of Applied Social Sciences, Case Western Reserve University, Cleveland, Ohio.*
Adjunct Faculty

Courses taught include regular and/or intensive semester classes: Introduction to Research and Research in Direct Practice at the Master's level. Supervise Master's level social work student interns. Teaching interests include gerontology, research methods, single subject design, long-term care, aging policy and practice, cultural diversity and international social work.

10/83 - 12/86 *Cleveland Study of the Elderly, Department of Epidemiology and Biostatistics, Case Western Reserve University, Cleveland, Ohio.*
Research Assistant

Interviewed elderly subjects (65 years and over); trained interviewers; wrote training manual; managed data and conducted statistical analysis.

12/79 - 07/82 Indian Society for Sponsorship and Adoption, Calcutta, India.
International Adoption Social Worker

Coordinated all international adoption work for agency which included evaluating home studies sent from overseas; finding appropriate match for couple and child; securing abandonment papers through juvenile court and police; obtaining visas and arranging escort services.

RESEARCH SUPPORT

- 4/15 – 3/17 Nelson, S. (PI). Ejaz, F. (PI of subcontract). Developing a Measure of Illness Perception for Dental Use in Older Adults. Funded by the National Institute of Dental and Craniofacial Research, National Institutes of Health (1R21DE025057-01). Total award: \$245,491 (Direct costs), \$450,527 (total costs).
- 10/12 – 9/16 Duer, R. (PI). Ejaz, F. (PI of subcontract). Preventing Elder Abuse in Texas. Funded by Administration on Community Living. (Grant #: 90EA0002-01). Total award: \$907,356.
- 8/13 – 9/15 Ejaz, F. (PI). Developing an Online Training Module on Abuse, Neglect & Exploitation for Care Managers in MyCare Ohio (Grant #:90AA0001/01; CFDA 93.048). Funded by Ohio Department of Aging via the Administration on Community Living. Total award: \$125,000.
- 1/13 – 1/14 Ejaz, F. (PI). Evaluating the Social Life Template for Residents in Assisted Living. Funded by Mount Sinai Foundation. Total award: \$30,000.
- 11/12 - 9/13 Ejaz, F. (PI). Causes of Direct Service Worker Turnover in Ohio: Employer and Employee Perspectives. Funded by Ohio's Money Follows the Person Demonstration Grant, Centers for Medicare and Medicaid (G-1213-07-0234). Total award: \$37,039.
- 10/11-11/12 Judge, K. & Ejaz, F. (Co-PIs). Examining Turnover of Direct Care Workers in Human Service Industries across Ohio. Funded by Ohio's Money Follows the Person (MFP) Demonstration Grant, Centers for Medicare and Medicaid (G-1213-07-0234). Total award: \$100,000.
- 3/11 – 6/11 Ejaz, F. (PI). Evaluating the Role of Older Workers, Volunteers and Participants of the Senior Community Service and Employment Program in Human Service Organizations: A Study of Seven States. Funded by Senior Service America, Inc. Total award: \$83,484.
- 3/08 – 7/11 Lavelle, C. & Smudla, D. (PIs), Ejaz, F. (PI of evaluation subcontract). Rewarding Education through Advanced Careers in Healthcare (REACH). Funded by the Cleveland Foundation, McGregor Foundation, Community

Foundation of Mahoning Valley, Humility of Mary Health Partners Development Foundation, Wean Foundation, Key Foundation and Deaconess Community Foundation. Total award: \$1,036,726.

- 7/07 – 6/10 Browdie, R., Noelker & Ejaz, F. (Co-PIs). Aging Strategic Alignment Project. Funded by the Administration on Aging (90AM3142/01). Total award: \$899,915.
- 7/07 – 12/07 Ejaz, F. (PI). Frontline Worker Career Advancement in Cuyahoga County Nursing Homes. Funded by the McGregor Foundation. Total award: \$30,000.
- 7/06 – 6/07 Applebaum, B. (PI), Ejaz, F. & Menne, H. (Co-PIs of subcontract). Evaluation of Ohio's Assisted Living Medicaid Waiver Program. Funded by the Ohio Department of Aging. Total award: \$174,744.
- 4/06 – 3/07 Ejaz, F. & Straker, J. (Co-PIs). Implementing Ohio's Nursing Home Family Satisfaction Survey. Funded by the Ohio Department of Aging. Funded by the Ohio Department of Aging. Total award: \$201,185.
- 1/06 – 6/07 Ejaz, F. & Straker, J. (Co-PIs). Developing and Testing the Ohio Residential Care Resident Satisfaction Survey. Funded by the Ohio Department of Aging. Total award: \$112,811.
- 8/04 – 1/06 Uman, G. (PI). Ejaz, F. (Consultant). Consumer Satisfaction in Rhode Island's Nursing Homes. Funded by the State of Rhode Island. Total award: \$468,090.
- 1/04 – 6/06 Ejaz, F. & Noelker, L (Co-PIs). Better Education = Better Jobs: The Impact of Job Preparation, Ongoing Education and Training on Job Satisfaction and Commitment among Frontline Workers and their Supervisors. Funded by Atlantic Philanthropies and the Robert Wood Johnson Foundation through the Institute for the Future of Aging Services (Grant #: Robert Wood Johnson Foundation: 049220 and Atlantic Philanthropies: 12101). Total award: \$405,579.
- 5/03 – 06/06 Ejaz, F. (PI). Evaluating the Long-Term Care Workforce Initiative of the Senior Success Vision Council. Subcontractor to Office of Continuing Education, Center for Aging Initiatives, Cuyahoga Community College. Funded by the Community Vision Council. Total award: \$442,446.
- 1/03 – 12/04 Ejaz, F. & Straker, J. (Co-PIs). Using Information on Quality to Improve Nursing Home Care. Funded by The Commonwealth Fund's Picker/Commonwealth Program on Quality of Care for Frail Elders (Grant # 20020802). Total award: \$245,016.

- 8/02 - 3/03 Ejaz, F. & Straker, J. (Co-PIs). Implementing the 2002 Family Satisfaction Survey. Funded by Ohio Department of Aging. Total award: \$186,578.
- 7/01-12/01 Ejaz, F. & Straker, J. (Co-PIs). Implementing the 2001 Family Satisfaction Survey. Funded by Ohio Department of Aging. Total award: \$112,612.
- 11/00 – 6/01 Ejaz, F. & Straker, J. (Co-PIs). Developing, testing and administering consumer satisfaction tools for the Ohio Long-Term Care Consumer Guide. Funded by Ohio Department of Aging. Total award: \$316,087.
- 1/00 - 06/03 Ejaz, F. (PI). Consumer Satisfaction in Continuing Care Retirement Communities. AARP Andrus Foundation. Total award: \$100,000.
- 10/98 - 9/00 Noelker, L. & Ejaz, F. (Co-PIs). Improving Work Settings and Job Outcomes for Nursing Assistants in Skilled Care Facilities. The Cleveland Foundation and Retirement Research Foundation. Total award: \$150,000. (Grant #: Cleveland Foundation 980508 and Retirement Research Foundation 99-39)
- 10/97 - 06/99 Anetzberger, G. (PI), Bass, D., & Ejaz, F. (Co-PIs). Development and Dissemination of an Elder Abuse/Domestic Violence Assessment Tool. Ohio Department of Human Services. Total award: \$81,000.
- 07/95 - 12/96 Ejaz, F. (PI). The Influence of Religious and Personal Values on End-of-Life Decisions among Institutionalized Elderly. Funded by the Andrus Foundation. Total award: \$75,000.
- 06/91 - 06/93 Ejaz, F. (PI). The Effects of Reducing Physical Restraints on Nursing Home Residents. Funded by The Cleveland Foundation (Grant #91-487-64B). Total award: \$116,500.
- 12/89 - 12/91 Folmar, S. (PI) & Ejaz, F. (Co-PI). The Effects of Removing Physical Restraints from Nursing Home Residents: A Program and Evaluation Proposal. Funded by The Cleveland Foundation (Grant # 89-656-64R). Total award: \$95,459.
- 12/90 - 12/91 Siegel, J. (PI), Ejaz, F. (PI of subcontract). Geriatric Assessment and Planning. Awarded to Mt. Sinai Medical Center. Funded by The Cleveland Foundation (Grant # 90-560-64B) and the Cleveland Jewish Community Federation. Total award: \$100,000.
- 1989 - 1991 Folmar, S. (PI) & Ejaz, F. (Co-PI). Operational Expenses for the Applied Research Institute. Funded by Menorah Park Endowment Fund. Total award: \$330,000.

PUBLICATIONS

Ejaz, F., Foley, C., Borato, L., & McLaughlin, A. (in press). Nurses in Action Preventing Elder Abuse. In Miller C., *Elder abuse for nurses: What nurses need to know and can do*. New York, New York: Springer Publishing.

Bukach, A. M., **Ejaz, F. K.**, Dawson, N., & Gitter, R. J. (2015). Turnover among community mental health workers in Ohio. *Administration and Policy in Mental Health and Mental Health Services Research*. Epub ahead of print. PMID: 26662638

Ejaz, F. K., Bukach, A. M., Dawson N., Gitter, R. & Judge, K.S. (2015). Examining direct service worker turnover in three long-term care industries in Ohio. *Journal of Aging and Social Policy*, 27(2), 1-17. doi: 10.1080/08959420.2014.987034

Ejaz, F. K., Noelker, L. S., & Rucker Burton, D. (2014). Challenges faced in supervising nurse assistants in elder care. In J. Duvvuru, J. M. Kalavar, Kahn, A. M., & P. S. Liebig (Eds.), *Global ageing: Care concerns and special perspectives*. New Delhi: Kanishka Publishers.

Anetzberger, G. J. **Ejaz, F. K.**, Bukach, A., Bass, D. (2014). Next steps: Documentation and accessing community healthcare resources. In R. Factora (Ed.), *Aging and money: Reducing risk of financial exploitation and protecting financial resources* (pp. 79-90). New York, NY: Springer Publications.

Kalavar, J.M., Jamuna, D. & **Ejaz, F.K.** (2013). Elder abuse in India: Extrapolating from the experiences of seniors in India's 'Pay and Stay' Homes. *Journal of Elder Abuse and Neglect*. 25:3-18.

Sengupta, M., **Ejaz, F.K.** & Harris-Kojetin, L.D. (2012). Training of home health aides and nurse aides: Findings from national data. *Gerontology and Geriatrics Education*, 33: 383-401.

Ejaz, F.K., Rentsch, J.H., Noelker, L.S., & Castora-Binkley, M. (2011). Racism reported by direct care workers in long-term care settings. *Journal of Race and Social Problems*, 3(2): 92-98. doi: 10.1007/s12552-011-9045-3.

Lavelle, C., Smudla, D., & **Ejaz, F.K.** (2011, November/December). Evidence-based sustainable employment. *LeadingAge Magazine*, 1(6). Retrieved from <http://www.leadingage.org/magazine/Feature.aspx?id=3748>

Sengupta, M., Harris-Kojetin, L.D. & **Ejaz, F.K.** (2010). A national overview of the training received by certified nurse assistants working in U.S. nursing homes. *Gerontology and Geriatrics Education*, 31(3), 201–219.

Rose, M.S., **Ejaz, F.K.**, Noelker, L.S., & Binkley-Castora, M. (2011). Recent findings on home- and community-based services across the states. *Public Policy and Aging Report*, 20(1), 10-15.

Noelker, L.S., Binkley-Castora, M., Rose, M.S., Browdie, R., & **Ejaz, F.K.** (2010). Strengthening the Direct Care Workforce: Preliminary recommendations from a national panel of experts in long-term care. *Public Policy and Aging Report*, 20(1), 22-26.

Noelker, L.S., **Ejaz, F.K.**, Menne, H.L. & Bagaka's, J.G. (2009). Factors affecting frontline workers' satisfaction with supervision. *Journal of Aging and Health*, 21(1), 85-101.

Ejaz, F.K., & Islambouli, R. (2008 – 2009, Winter-Spring). Understanding Islamic beliefs and customs is key to serving Muslim older adults. *Aging and Spirituality*, San Francisco: American Society on Aging.

Noelker, L.S., **Ejaz, F.K.**, & Menne, H.L. (2008). Knowledge as empowerment: Improving nursing assistants' education and training. In D.E. Yeatts, C.M. Cready, & L.S. Noelker (Eds.), *Empowered Work Teams in Long-Term Care: Strategies for Improving Outcomes for Residents & Staff* (pp. 105-117). Health Professions Press.

Ejaz, F.K., Noelker, L.S., Menne, H.L., & Bagaka's, J.G. (2008). The impact of stress and support on direct care workers' job satisfaction. *The Gerontologist*, 48(Special Issue 1), 60-70.

Menne, H.L., **Ejaz, F.K.**, Noelker, L.S., & Jones, J.A. (2007). Direct care workers' recommendations for training and continuing education. Training and education to address workforce recruitment and retention challenges in community-based and long-term care (special issue). *Gerontology and Geriatrics Education*, 28(2), 91-108.

Ejaz, F.K., & Castle, N. (Eds.) (2007). Introduction: Resident satisfaction with long-term care services. *Journal of Aging and Social Policy*, 19(2), 1-8.

Straker, J., **Ejaz, F.K.**, McCarthy, C.A., & Jones, J (2007). Developing and testing a satisfaction survey for nursing home residents: The Ohio experience. In F. Ejaz, & N. Castle (Eds). Special issue on Consumer Satisfaction in Long-term Care. *Journal of Aging and Social Policy*, 19(2), 83-106.

Ejaz, F.K., & Peters, B. (2007, June). Provider perspectives on how to effectively present information on quality. *Nursing Homes*.

Ejaz, F.K., Schur, D., & Fox, K. (2006). Resident satisfaction with independent living facilities in continuing care retirement communities. In S. Kunkel & V. Wellin (Eds.), *Consumer Voice and Choice in Long Term Care* (pp. 167-180). New York, NY: Springer.

Noelker, L.S., **Ejaz, F.K.**, Menne, H.L., & Jones, J. (2006). The impact of stress and support on nurse assistant satisfaction with supervision. *Journal of Applied Gerontology*, 25(4), 307-323.

Noelker, L.S. & **Ejaz, F.K.** (2005). Training direct care workers for person-centered care. *Public Policy & Aging Report*, 15(4), 17-19.

Ejaz, F.K., Straker, J., Fox, K., & Swami, S. (2003). Developing a satisfaction survey for families of Ohio's nursing home residents. *The Gerontologist*, 43(4), 447-458.

Ejaz, F.K., & Schur, D. (2003). Understanding consumer satisfaction in continuing care retirement communities. *Healthcare and Aging*, 10(3).

Ejaz, F.K., Noelker, L.S., Schur, D., Whitlatch, C.J., & Looman, W.J. (2002). Family satisfaction with nursing home care for relatives with dementia. *Journal of Applied Gerontology*, 21(3), 368-384.

Bass, D.M., Anetzberger, G.A., **Ejaz, F.K.**, & Nagpaul, K. (2001). Screening tools and referral protocol for stopping abuse against older Ohioans; A guide for service providers, *Journal of Elder Abuse & Neglect*, 13(2), 23-38.

Ejaz, F.K., Bass, D.M., Anetzberger, G.A., & Nagpaul, K. (2001). Evaluating the Ohio elder abuse and domestic violence in late life screening tools and referral protocol, *Journal of Elder Abuse & Neglect*, 13(2), 39-58.

Whitlatch, C.J., Schur, D., Noelker, L.S., **Ejaz, F.K.**, & Looman, W.J. (2001). The stress process of family caregiving in institutional settings. *The Gerontologist*, 41(4), 462-473.

Ejaz, F.K. (2000). The influence of religious and personal values on attitudes toward life-prolonging treatments in institutionalized elderly. *Social Work in Health Care*, 32(2), 23-40.

Ejaz, F.K. (2000). Predictors of advance directives in institutionalized elderly. *Journal of Gerontological Social Work*, 33(4), 67-89.

Cohen-Mansfield, J., **Ejaz, F.K.**, & Werner, P. (Eds.). (2000). *Satisfaction surveys in long-term care*. New York, NY: Springer.

Ejaz, F.K. (2000). An overview of the process of conducting consumer satisfaction surveys in nursing facilities. In J. Cohen-Mansfield, F.K. Ejaz, & P. Werner (Eds.), *Satisfaction surveys in long-term care* (pp. 137-165). New York, NY: Springer.

Ejaz, F.K., Anetzberger, G.A., & Kethley, A. (2000). Assessing consumer satisfaction with long-term care services. In L.S. Noelker, & Z. Harel (Eds.). *Linking quality of long-term care and quality of life* (pp. 221-238). New York, NY: Springer.

Noelker, L.S., **Ejaz, F.K.**, & Schur, D. (2000). Prevalence and problems in use of satisfaction surveys: Results from research in Ohio nursing homes. In J. Cohen-Mansfield, F.K. Ejaz, & P. Werner (Eds.). *Satisfaction surveys in long-term care* (pp. 122-133). New York, NY: Springer.

Werner, P., **Ejaz, F.K.** & Cohen-Mansfield, J. (2000). Ethical issues in conducting customer satisfaction surveys in long-term care institutions. In J. Cohen-Mansfield, F.K. Ejaz, & P. Werner (Eds.). *Satisfaction surveys in long-term care* (pp. 244-2540). New York, NY: Springer.

Ejaz, F.K., Rose, M. S., Jones, J. A. (1998, January). Restraint removal and changes in social response among nursing home residents. *Research on Social Work Practice*, 8(1), 47-62.

Schur, D., Noelker, L.S., Looman, W., Whitlatch, C.J., & **Ejaz, F.K.** (1998). Four steps to more committed nursing assistants. *Balance*, 32 (Jan/Feb).

Looman, W.J., Noelker, L.S., Schur, D., Whitlatch, C.J., & **Ejaz, F.K.** (1997). Nursing assistants caring for dementia residents in nursing homes: The family's perspective on the high quality of care. *American Journal of Alzheimer's Disease*, September/October, 221-226.

Ejaz, F.K., Schur, D., & Noelker, L.S. (1997). The effect of activity involvement and social relationships on boredom among nursing home residents. *Activities, Adaptation & Aging*, 21(4).

Ejaz, F.K., & Rose, M.S. (1997). A stepwise approach to reducing physical restraints in nursing homes. *Nursing Home Medicine*, 5(2), 62-68.

Ejaz, F.K., Rose, M.S., & Jones, J.A. (1996). Changes in attitudes toward restraints among nursing home staff and residents' families following restraint reduction. *Journal of Applied Gerontology*, 15(4), 443-449.

Ejaz, F., Folmar, S., Kaufmann, M., Rose, M.S., & Goldman, B. (1994). Restraint Reduction: Can it be achieved? *Gerontologist*, 34(5), 694-699.

Ejaz, F., Jones, J. & Rose, M. (1994). Falls among nursing home residents: An examination of incident reports before and after restraint reduction programs. *Journal of the American Geriatrics Society*, 42(9), 960-964.

Ejaz, F. (1991). Self determination: Lessons to be learned from social work practice in India. *British Journal of Social Work*, 21, 127-142.

Ejaz, F. (1991). Social work education in India: Perceptions of social workers in Bombay. *International Social Work*, 34, 299-311.

Ejaz, F. (1990). The concept of familial duty in India: Implications for practice. *Indian Journal of Social Work*, 31(3), 437-445.

Ejaz, F. (1989). The influence of culture on casework practice in India: A study of social workers' perceptions in Bombay. *International Social Work*, 32(1), 25-38.

UNPUBLISHED MANUSCRIPTS, REPORTS, & TRAINING PROGRAMS

Ejaz, F., Rose, M., & Borato, L. (2016, January). Elder Abuse Prevention Program. Texas Department of Family & Protective Services in Collaboration with WellMed Medical Management. Semi-Annual Progress Report on the Local Evaluation. Submitted to the Administration on Community Living.

Ejaz, F.K., Rose, M., & McLaughlin, A. (2015, December). Development of Online Training Modules on Abuse, Neglect, and Exploitation for Care managers in MyCare Ohio. (Unpublished report to Ohio Department of Aging and the Administration for Community Living). Benjamin Rose Institute on Aging, Cleveland, Ohio. Retrieved from: <http://www.benrose.org/education/Final%20Report%20to%20ODA%20-%202012-2015%20with%20ACL%20disclaimer.pdf>

Ejaz, F. K., Rose, M., Conway, A., & Bukach, A. (2015, January). Elder Abuse Prevention Program. Texas Department of Family & Protective Services in Collaboration with WellMed Medical Management. Semi Annual Progress Report. Local Evaluation. Submitted to the Administration on Community Living.

Ejaz, F.K., Bukach, A.B., Conway, A., & Anetzberger, G. (2014, October). Development of Online Training Modules on Abuse, Neglect & Exploitation for Care Managers in MyCare Ohio. Report to the Ohio Department of Aging & Administration for Community Living. Retrieved from: <http://www.benrose.org/education/ODAdvelopment.pdf>

Ejaz, F. K., & Bukach, A. (2014, July). Elder Abuse Prevention Interventions Program: Evaluation of the Training on Abuse, Neglect, and Exploitation for Clinicians at WellMed Primary Care Clinics in Texas. Progress Report submitted to the Administration on Aging.

Gitter, R., **Ejaz, F.K.**, Bukach, A.B., Dawson, N. & Judge, K. (2013, October). The Determinants of Direct Service Worker Turnover in Ohio. *Final Report* submitted to the Ohio Colleges of Medicine Government Resource Center (GRC). Retrieved from: https://osuwmcdigital.osu.edu/sitetool/sites/odswpublic/documents/GitterReport_October2013.pdf

Gitter, R., **Ejaz, F.K.**, Bukach, A.B. (2013, October). The Determinants of Direct Service Worker Turnover in Ohio. *Policy Brief* submitted to the Ohio Colleges of Medicine Government Resource Center (GRC). Retrieved from: https://osuwmcdigital.osu.edu/sitetool/sites/odswpublic/documents/GitterReport_October2013.pdf

Ejaz, F.K., Bukach, A.B., Gitter, R. (2013, October). Examining Causes of Direct Service Worker Turnover in Ohio: Employer & Employee Perspectives. *Policy Brief* submitted to the Ohio Colleges of Medicine Government Resource Center (GRC). Retrieved from: <https://osuwmcdigital.osu.edu/sitetool/sites/odswpublic/documents/EjazBriefOctober2013.pdf>

Ejaz, F.K., Bukach, A.B., Gitter, R. (2013, September). Examining Causes of Direct Service Worker Turnover in Ohio: Employer & Employee Perspectives. *Final Report* submitted to the Ohio Colleges of Medicine Government Resource Center (GRC). Retrieved from: <https://osuwmcdigital.osu.edu/sitetool/sites/odswpublic/documents/EjazReportOctober2013v2.pdf>

Ejaz, F.K., Bukach, A.B., Dawson, N., Gitter, R., & Judge, K. S. (2013, February). Examining Direct Service Worker Turnover in Ohio. Final Report submitted to the Ohio Colleges of Medicine Government Resource Center (GRC). Retrieved from: [https://osuwmcdigital.osu.edu/sitetool/sites/odswpublic/documents/EjazFinalUpdatedReportv3\(1\).pdf](https://osuwmcdigital.osu.edu/sitetool/sites/odswpublic/documents/EjazFinalUpdatedReportv3(1).pdf)

Ejaz, F.K., Bukach, A.B., Dawson, N., Gitter, R., & Judge, K. S. (2013, February). Examining Direct Service Worker Turnover in Ohio. *Policy Brief* submitted to the Ohio Colleges of Medicine Government Resource Center (GRC). Retrieved from: [https://osuwmcdigital.osu.edu/sitetool/sites/odswpublic/documents/FaridaEjazUpdatedBriefv3\(1\).pdf](https://osuwmcdigital.osu.edu/sitetool/sites/odswpublic/documents/FaridaEjazUpdatedBriefv3(1).pdf)

Ejaz, F. K., Calkins, M., & Bukach, A. M. (2013, January). Evaluating the Social Life Template for Residents with Dementia. Final report for the Mount Sinai Healthcare Foundation. Retrieved from: <http://www.benrose.org/Research/projects/Social-Life-Template-Residents-Dementia.pdf>

Ejaz, F.K., Rentsch, J., Isaacs, A. & Arooj, Z. (2011, August). REACH Year Three Combined Sites Report. Submitted to Cleveland Foundation, McGregor Foundation, St. Lukes Foundation, Community Foundation of the Mahoning Valley, Deaconess Community Foundation, Key Foundation, Humility of Mary Health Partners Foundation, Mt. Sinai Health Care Foundation, and Raymond John Wean Foundation.

Ejaz, F.K., Rose, M., & Bukach, A. (2011, June). The Experience of Long-term Care Organizations in Seven States with Older Workers, Volunteers and Participants from the Senior Community Service and Employment Program (SCSEP). Final Report submitted to Senior Service America, Inc.

Noelker, L., Rose, M., **Ejaz, F.K.**, Castora- Binkley, M., & Browdie, R. (2010, June). Strengthening the Direct Care Workforce for Long-term Services and Supports: Suggested Approaches from a National Panel of Experts. Final Report submitted to the Administration on Aging.

Ejaz, F.K., Rentsch, J., Peters, B., & Isaacs, A. (2010, March). REACH Year Two Combined Sites Report. Submitted to Cleveland Foundation, McGregor Foundation, St. Lukes Foundation, Community Foundation of the Mahoning Valley, Deaconess Community Foundation, Key Foundation, Humility of Mary Health Partners Foundation, Mt. Sinai Health Care Foundation, and Raymond John Wean Foundation.

Noelker, L., Browdie, R., **Ejaz, F.K.**, Castora, M., Brooks, S., & Irfan, U. (2009, June). The Aging Strategic Alignment Project: A Comparison of Home and Community Based Services in the United States. Final Report submitted to the Administration on Aging.

Applebaum, R., Wellin, V., Kart, C., Brown, J.S., Menne, H., **Ejaz, F.**, & Wilson, K.B. (2007). Evaluation of Ohio's Assisted Living Medicaid Waiver Program. Final Report submitted to the Ohio Department of Aging.

Menne, H.L., & **Ejaz, F.K.** (2007). Evaluation of Ohio's Assisted Living Medicaid Waiver Program: Assessment and Service Plan Development Process. Final Report submitted to the Ohio Department of Aging.

Straker, J.K., & **Ejaz, F.K.** (2007). Implementation of the 2006 Ohio Nursing Home Family Satisfaction Survey. Final Report submitted to the Ohio Department of Aging.

Straker, J.K., Leek, J.A., McGrew, K.B., **Ejaz, F.K.**, & Peters, B. (2007). Development and Testing of a Residential Satisfaction Survey for Ohio's Residential Care Facilities. Final Report submitted to the Ohio Department of Aging.

Ejaz, F.K., & Noelker, L.S. (2006). Tailored and Ongoing Training Can Improve Job Satisfaction. Margaret Blenkner Research Institute, Benjamin Rose, Cleveland, OH. Executive Summary on the Better Jobs Better Care Initiative submitted to the Institute for the Future of Aging Services, AAHSA.

Ejaz, F.K., Bass, D.M., Peters, B.K., Looman, W.J., Rentsch, J., & Primitica, B. (2006). Long Term Care Workforce Initiative: Organizational Survey Report. Final Report submitted to the Community Vision Council.

Ejaz, F.K., Straker, J.K., & Fox, K. (2005, June). Using Information on Quality to Improve Nursing Home Care. Final Report submitted to The Commonwealth Fund.

Ejaz, F.K., Bass, D.M., Peters, B.K., Looman, W.J., Rentsch, J., & Lutian, K. (2005). Results from Sharing Solutions for Workforce Success: A Best Practices Forum. Report submitted to the Cuyahoga County Long-Term Care Workforce Initiative. Senior Success Vision Council.

Ejaz, F.K., Schur, D., Fox, K. (2003). Consumer Satisfaction in Continuing Care Retirement Communities. Final Report to the AARP Andrus Foundation.

Straker, J.K., Ehrichs, L., **Ejaz, F.K.**, & Fox, K. (2003, February). Implementation of the 2002 Ohio Nursing Home Family Satisfaction Survey. Final Report submitted to The Ohio Department of Aging.

Straker, J.K., Ehrichs, L., **Ejaz, F.K.**, & Fox, K. (2002, January). Implementation of the 2001 Ohio Nursing Home Family Satisfaction Survey. Final Report submitted to The Ohio Department of Aging.

Straker, J.K., & **Ejaz, F.K.** (2001, July). Final Report on Survey Development and Testing of the Resident Satisfaction Survey. Final Report submitted to The Ohio Department of Aging.

Ejaz, F.K., & Straker, J.K. (2001, June). Pretesting The Resident And Family Satisfaction Instruments: (With A Focus On Pretesting The Family Survey). Final Report submitted to The Ohio Department of Aging.

Nagpaul, K., **Ejaz, F.K.**, Schleicher, A., Alag, M., Wadhwa, B., Bafna, G., & Baggett, S. (2001). Funeral Planning and Death Rites. Honoring Cultural and Religious Traditions: A Guide for Hindus, Muslims, Sikhs, Jains and Buddhists from the India Pakistan Subcontinent. Final Report submitted to The Asian Committee of Benjamin Rose.

Noelker, L.S., & **Ejaz, F.K.** (2001). Improving Work Settings and Job Outcomes for Nursing Assistants in Skilled Care Facilities. Final Report submitted to The Cleveland Foundation and The Retirement Research Foundation.

Anetzberger, G.J., **Ejaz, F.K.**, Bass, D.M., Nagpaul, K. (1999). Abuse against Older Ohioans in Home and Community Based Settings: Screening Tools and Referral Protocol. Final Report submitted to the Ohio Department of Human Services.

Ejaz, F.K., Noelker, L.S., & McNutt, W. (1997, January). The Influence of Religious and Personal Values on End-of-Life Decisions among Institutionalized Elderly. Final Report submitted to AARP Andrus Foundation.

SELECT PRESENTATIONS

Borato, L., **Ejaz, F.**, & Rose, M. (2016, April). Local evaluation of a program to train clinicians in primary care clinics to identify elder abuse, exploitation, and neglect. Paper presented at the annual meeting of Ohio Association of Gerontology and Education, Youngstown, OH.

McLaughlin, A., **Ejaz, F.**, & Rose, M. (2016, April). Data challenges and findings of online training modules on abuse, neglect, and exploitation. Paper presented at the annual meeting of Ohio Association of Gerontology and Education, Youngstown, OH.

Ejaz, F & Anetzberger, G.. (2016, March). Online Training for Case Managers on Abuse and Its Reporting. Workshop presentation at the annual meeting of Aging in America, Washington, D.C. Retrieved from <http://www.benrose.org/News/ASA-2016-Online-Training-on-Abuse.pdf>

Billa, D., Blancato, R., & **Ejaz, F.**, Zernial, C. (2016, March). Expanding the reach of APS: Screening for abuse in primary care. Workshop presentation at the annual meeting of Aging in America, Washington, D.C.

Ejaz, F.K., Rose, M., & Borato, L. (2015, November). Training primary care clinicians to identify abuse, neglect, and exploitation in Texas. Paper presentation at the annual meeting of the Gerontological Society of America, Orlando, FL.

Ejaz, F.K., Anetzberger, G., Rose, M., McLaughlin, M., & Warren, K. (2015, November). Evaluating an online training for case managers to identify and report abuse, neglect, and exploitation. Paper presentation at the annual meeting of the Gerontological Society of America, Orlando, FL.

Ejaz, F.K., Dayton, C., & Bukach, A. (2015, June). Fostering quality research to evaluate and improve elder abuse interventions. Workshop presented at the C3A and the Elder Abuse/Domestic Violence Round Table, Cleveland, OH.

Bukach, A., & **Ejaz, F. K.** (2015, April). Screening and reporting protocols for the abuse of older adults and adults with disabilities. Session presented at the Northeast Ohio Social Service Coordinator's Conference, Cleveland, OH.

Ejaz, F.K. (2015, April). Public and private programs and services for the elderly. Guest lecture for Dr. Sun, Dept. of Sociology and Criminology, Cleveland State University, Cleveland, OH.

Ejaz, F. K., Bukach, A., Anetzberger, G., & Warren, K. (2015, March). *Improving abuse identification and reporting: Training modules designed for care managers*. Workshop conducted at the annual meeting of the American Society on Aging.

Billa, D., Blancato, R., Duer, R., **Ejaz, F. K.**, Zernial, C. (2015, March). *Preventing elder abuse: A partnership between primary care and adult protective services*. Workshop conducted at the annual meeting of the American Society on Aging.

Ejaz, F. K., Bukach, A., Anetzberger, G., & Warren, K. (2015, March). *Recommended screening and reporting protocols for abuse in Ohio*. Session presented at the Ohio Coalition of Adult Protective Services Conference, Columbus, OH.

Ejaz, F. K., Bukach, A. M., Dawson N., Gitter, R. (2014). Direct Service Workers and Causes of their Turnover across Four Long-term Care (LTC) Industries in Ohio. Webinar. Retrieved from: <http://grc.osu.edu/article.cfm?ID=8263>

Ejaz, F. K., Bukach, A., & Gitter, R. (2014, November). Predictors of job satisfaction among direct services workers in long-term care settings. In F.K. Ejaz (Chair), *Direct Service Workers:*

Employer & Employee Perspectives on Examining Job Satisfaction and Turnover. Symposium conducted at the annual meeting of the Gerontological Society of America, Washington, D.C.

Bukach, A., **Ejaz, F. K.**, & Gitter, R. (2014, November). Direct service worker turnover in long-term care. In F.K. Ejaz (Chair), *Direct Service Workers: Employer & Employee Perspectives on Examining Job Satisfaction and Turnover*. Symposium conducted at the annual meeting of the Gerontological Society of America, Washington, D.C.

Gitter, R., **Ejaz, F.K.**, & Bukach (2014, November). The determinants of direct services worker turnover in Ohio. In F.K. Ejaz (Chair), *Direct Service Workers: Employer & Employee Perspectives on Examining Job Satisfaction and Turnover*. Symposium conducted at the annual meeting of the Gerontological Society of America, Washington, D.C.

Lou, V., & **Ejaz, F.K.** (2014, November). *Theorizing Family Caregiving in the Asian Context*. Symposium organized at the annual meeting of the Gerontological Society of America, Washington, D.C.

Sengupta, M., Harris-Kojetin, L., & **Ejaz, F.K.** (2014, November). *Personal care aides in assisted living and similar residential care communities: An overview from the 2010 National Survey of Residential Care Facilities (NSRCF)*. Paper presented at the annual meeting of the Gerontological Society of America, Washington, D.C.

Ejaz, F.K., Bukach, A., Conway, A. & Arooj, Z. (2014, October). *Resources for screening and reporting abuse*. Paper presented at The Clinical Approach to Domestic Violence in Late Life meeting of the Elder Abuse Domestic Violence Roundtable, Cleveland, Ohio.

Ejaz, F.K. (2014, September). *Public & private programs and services for the elderly*. Paper presented at the annual Meeting of the Islamic Society of North America, Detroit, MI.

Ejaz, F.K., Calkins, M. & Camp, C. (2014, May). *Evaluating the social life template for residents with dementia living in an assisted living facility*. Paper presented to the Board of Trustees, Stone Gardens, Cleveland, Ohio.

Ejaz, F. K., Gitter, R., & Bukach, A. (2014, May 6). *Direct service workers and causes of their turnover across four long-term care industries in Ohio*. Webinar presented through the Ohio Colleges of Medicine Government Resource Center.

Balaswamy, S., Wu, B., & **Ejaz, F.K.** (2013, November). *Community-based and institutional long-term care programs in east Asian countries: Service utilization patterns and outcomes*. Symposium conducted at the annual meeting of the Gerontological Society of America, New Orleans, LA.

Bukach, A. **Ejaz, F.K.**, & Dawson, N. (2013, November). Turnover among community psychiatric supportive treatment (CPST) workers in Ohio. In F.K. Ejaz (Chair), *Direct service staff in long-term care settings: Addressing challenges and employing best practices*.

Symposium conducted at the annual meeting of the Gerontological Society of America, New Orleans, LA.

Ejaz, F.K., Bukach, A., Dawson, N., & Judge, K. (2013, November). *Examining direct service worker turnover in three human service industries in Ohio*. Paper presented at the annual meeting of the Gerontological Society of America, New Orleans, LA.

Ejaz, F., Bukach, A., Dawson, N., & Judge, K. (2013, March). *Examining direct service worker turnover in four human service industries in Ohio*. Paper presented at the annual meeting of the American Society on Aging, Chicago, IL.

Ejaz, F.K. & Chee, K.H. (2012, November). *Long-term care service use in Asian countries: Influence of culture on service utilization and healthcare outcomes*. Symposium conducted at the annual meeting of the Gerontological Society of America, San Diego, CA.

Ejaz, F., Rose, M. Bukach, A. (2012, March). Long-term care providers' use of older workers and participants in the Senior Community Service Employment Program (SCSEP). In B. Harootyan (Chair), *Employing older workers: Service strategies and prospects for direct care work*. Symposium conducted at the annual meeting of the American Society on Aging, Washington, D.C..

Ejaz, F.K. & Chee, K.H. (2011, November). *Caregiving in Asian countries and the Pacific Rim*. Symposium conducted at the annual meeting of the Gerontological Society of America, Boston, MA.

Chee, K.H., & **Ejaz, F.K.** (2011, November). *Health and Aging in Asia. Lived Experiences of Older Adults in China, Taiwan and Japan*. Symposium conducted at the annual meeting of the Gerontological Society of America, Boston, MA.

Ejaz, F.K. (2011, November). *The training and services provided by direct care workers: Findings from federal and state initiatives*. Paper presented at the annual meeting of the Gerontological Society of America, Boston, MA.

Sengupta, M., Harris-Kojetin, L. & **Ejaz, F.K.** (2011, November). *Training of home health aides and nurse aides*. Paper presented at the annual meeting of the Gerontological Society of America, Boston, MA.

Ejaz, F.K. (Chair), Noelker, L.S., Castora-Binkley, M., Rose, M., Doty, P., Kunkels, S., Applebaum, R., Sciegaj, M., Simon-Rusinowitz, L., & Mahoney, K.J. (2010, November). *Transforming and rebalancing long-term care services. Lessons learned and challenges ahead*. Symposium conducted at the annual meeting of the Gerontological Society of America, New Orleans, LA.

Ejaz, F.K., Noelker, L.S., Rose, M., & Castora-Binkley, M. (2010, November). *Frontline workers and family caregivers: Strategies for strengthening the workforce*. Paper presented at the annual meeting of the Gerontological Society of America, New Orleans, LA.

Noelker, L., & **Ejaz, F.K.** (2009, March). *Improving nurse supervisors' job satisfaction*. Paper presented at the annual meeting of the National Conference on Aging and the American Society on Aging, Las Vegas, NV.

Ejaz, F.K., Noelker, L., Browdie, R., & Castora, M. (2009, March). *Comparisons of home and community based services in 29 states*. Paper presented at the Annual Meeting of the National Conference on Aging and the American Society on Aging, Las, Vegas, NV.

Noelker, L., **Ejaz, F.K.**, & Castora, M. (2008, November). *Predictors of job satisfaction among nurse supervisors in long-term care*. Paper presented at the annual meeting of the Gerontological Society of America, National Harbor, MD.

Ejaz, F.K., & Noelker, L. (2008, November). *Predictors of job commitment among direct care workers in long-term care settings*. Paper presented at the annual meeting of the Gerontological Society of America, National Harbor, MD.

Ejaz, F.K. (2008, November). *Current aging policy and practice in relation to traditional family values & expectations of the elderly in India*. Paper presented at the annual meeting of the Gerontological Society of America, National Harbor, MD.

Noelker, L.S., **Ejaz, F.K.**, & Menne, H.L. (2007, November). *Empowering nursing assistants by improved education and training*. Paper presented at the annual meeting of the Gerontological Society of America, San Francisco, CA.

Noelker, L.S., Menne, H.L., & **Ejaz, F.K.** (2007, November). *Managers' use of electronic personal health records to enhance care for mental health clients*. Paper presented at the annual meeting of the Gerontological Society of America, San Francisco, CA.

Ejaz, F.K., & Noelker, L.S. (2007, November). *Perceptions of racism among direct care workers and supervisors in long-term care settings*. Paper presented at the annual meeting of the Gerontological Society of America, San Francisco, CA.

Ejaz, F.K., Menne, H.L., & Noelker, L.S. (2007, September). *Direct care workers' recommendations for improving their education and training*. Paper presented at the AOPHA Annual Conference and Trade Show, Columbus, OH.

Ejaz, F.K., & Noelker, L.S. (2007). *Perceptions of racism among direct care workers and supervisors in long-term care settings*. Paper presented at the annual Meeting of the National Conference on Aging and the American Society on Aging, Chicago, Ill.

Straker, J.S., Bailer, A.J., M., Hughes, Noble, R., See, K., & **Ejaz, F.K.** (2007). *What keeps the customer satisfied? Predictors of resident and family satisfaction in Ohio nursing homes.* Paper presented at the annual meeting of the National Conference on Aging and the American Society on Aging, Chicago, Ill.

Ejaz, F., Menne, H., & Noelker, L. (2007, March). *What differentiates long-term care organizations with and without worker recruitment and retention problems?* Paper presented at the annual meeting of the American Society on Aging and the National Council on Aging, Chicago, IL.

Ejaz, F.K., & Noelker, L.S. (2006, November). Better Education = Better Jobs: The impact of job preparation, ongoing education and training on job satisfaction and commitment among direct care workers. L.S. Noelker (Chair). *Policy and Practice Implications of New Long-Term Workforce.* Symposium conducted at the annual Meeting of the American Association of Homes and Services for the Aging. San Francisco, CA.

Menne, H.L., Noelker, L.S., **Ejaz, F.K.**, & Fox K.M. (2006, November). *The importance of organizational practices and personal characteristics on nursing assistant job satisfaction.* Paper presented at the annual meeting of the Gerontological Society of America. Dallas, TX.

Ejaz, F.K., Noelker, L.S., Menne, H.L., & Fox, K.M. (2006, November). *Predictors of nurse assistant satisfaction with supervision.* Presented at the annual meeting of the Gerontological Society of America. Dallas, TX.

Noelker, L.S., **Ejaz, F.K.**, & Menne, H.L. (2006, November). *Factors differentiating long-term care providers with worker recruitment and retention problems.* Paper presented at the annual meeting of the Gerontological Society of America. Dallas, TX.

Straker, J.K., Ehrichs, L., **Ejaz, F.K.**, & Fox, K. (2003, February). Implementation of the 2002 Ohio Nursing Home Family Satisfaction Survey. Final Report submitted to The Ohio Department of Aging.

Straker, J.K., Ehrichs, L., **Ejaz, F.K.**, & Fox, K. (2002, January). Implementation of the 2001 Ohio Nursing Home Family Satisfaction Survey. Final Report submitted to The Ohio Department of Aging.

Straker, J.K., & **Ejaz, F.K.** (2001, July). Final Report on Survey Development and Testing of the Resident Satisfaction Survey. Final Report submitted to The Ohio Department of Aging.

Ejaz, F.K., & Straker, J.K. (2001, June). Pretesting The Resident And Family Satisfaction Instruments: (With A Focus On Pretesting The Family Survey). Final Report submitted to The Ohio Department of Aging.

Ejaz, F.K. (2006, November). *How to respond to your satisfaction survey results.* Teleconference presented for Ohio KePro, Ohio's Quality Improvement Organization.

Ejaz, F.K., Noelker, L.S., Menne, H., & Fox, K. (2006, September). *The impact of job preparation, ongoing education and training on job satisfaction and commitment among front-line workers and their supervisors*. Paper presented at the Future of Aging Services Conference, American Association of Homes and Services for the Aging. Washington, D. C.

Noelker, L.S., **Ejaz, F.K.**, & Menne, H. (2006, March). *Factors related to job commitment among nursing assistants in nursing homes*. Paper presented at the annual meeting of the American Society on Aging 2006. Anaheim, CA.

Ejaz, F.K., Bass, D.M., Peters, B., Looman, W., Rentsch, J., & Lutian, K. (2006, March). Survey of direct care workforce issues in Cuyahoga county. In *Long-Term Care Workforce Investment: Building a Toolkit of Resources for Recruitment and Retention*. Symposium conducted at the American Society on Aging Annual Meeting. Anaheim, CA.

Ejaz, F.K., Fox, K., Menne, H., & Noelker, L.S. (2006, March). *Factors affecting nursing assistants' intent to remain on the job*. Paper presented at the American Society on Aging Annual Meeting. Anaheim, CA.

Ejaz, F.K., Johnson, J., Yomoah, F. (2005, November). *Quality of care information: What nursing home providers believe is important*. Paper presented at the annual meeting of the Gerontological Society of America, Florida.

Ejaz, F.K., Noelker, L.S., Menne, H., & Fox, K. (2005, November). Predictors of nurse assistant satisfaction with supervision. *New Research Findings on Improving the Retention of Direct-Care Workers and Reducing Staff Turnover: Practice and Policy Implications*. Symposium conducted at the annual meeting of the Gerontological Society of America, Florida.

Noelker, L.S., **Ejaz, F.K.**, Berdes, C., Yeatts, D., Menne, H., & Parker, V. (2005, March). *Empowering direct care workers in nursing homes*. Paper presented at the annual meeting of the American Society on Aging, Philadelphia, PA.

Noelker, L.S., & **Ejaz, F.K.** (2004, December). *Building bridges to improve work settings for direct care workers and their supervisors*. Paper presented at the Margaret Blenkner Research Institute's Community Forum, Cleveland, OH.

Ejaz, F.K., Jones J., Fox, K., McCarthy, C., & Straker, J. (2004, November). *Testing the psychometric properties of a nursing home family satisfaction instrument*. Paper presented at the annual meeting of the Gerontological Society of America, Washington, DC.

Noelker, L.S., & **Ejaz, F.K.** (2004, November). *Worker empowerment: Overview of the concept and issues*. Paper presented at the annual meeting of the Gerontological Society of America, Washington, DC.

Ejaz, F.K., & Straker, J. (2004, June). *The impact of markets, information and regulation on NH quality*. Presented at the Annual Research Meeting of AcademyHealth, San Diego, CA.

Ejaz, F.K., Jones, J., Fox, K., & McCarthy, C. (2004, April). *Measuring family satisfaction with families of nursing home residents*. Presented at the annual meeting of the American Society on Aging, San Francisco.

Noelker, L.S., & **Ejaz, F.K.** (2004, April). *Better Jobs= Better Care: The impact of job preparation, ongoing education and training on job satisfaction and commitment among front-line workers and their supervisors*. Presented at the annual meeting of the American Society on Aging, San Francisco.

Noelker, L.S., & **Ejaz, F.K.** (2004, April). *Factors related to retention among new nurse assistants*. Workshop presented at the annual meeting of the American Society on Aging, San Francisco.

Ejaz, F.K., & Noelker, L.S. (2004, March). *Better Education = Better Jobs: The impact of job preparation, ongoing education and training on job satisfaction and commitment among front-line workers and their supervisors*. Presented at the American Association of Homes and Services for the Aging 2004 Future of Aging Services conference, Washington, DC.

Ejaz, F.K., Schur, D., & Fox, K. (2004, January). *Resident satisfaction in continuing care retirement communities (CCRCs)*. Presented at the 8th Annual meeting of the Society for Social Work Research, New Orleans, LA.

Ejaz, F.K., Fox, K., Jones, J., & McCarthy, K. (2003, November). *Testing the psychometric properties of a nursing home resident satisfaction instrument*. Symposium presented at the 56th annual meeting of the Gerontological Society of America, San Diego, CA.

Ejaz, F.K., Fox, K., & Schur, D. (2003, November). *Resident satisfaction in continuing care retirement communities (CCRCs)*. Poster presented at the 56th annual meeting of the Gerontological Society of America, San Diego, CA.

Fox, K., **Ejaz, F.K., & Schur, D.** (2003, November). *Residents speak up! Consumer satisfaction in continuing care retirement communities*. Poster presented at the 56th annual meeting of the Gerontological Society of America, San Diego, CA.

Johnson, J., **Ejaz, F.K., & Golant, S.** (2003, November). *Late-life relocation: Predicting successful adjustment to late-life transitions*. Symposium presented at the 56th annual meeting of the Gerontological Society of America, San Diego, CA.

Straker, J., & **Ejaz, F.K.** (2003, November). *Keeping the customer satisfied: Correlates of family satisfaction with Ohio nursing homes*. Symposium presented at the annual meeting of the Gerontological Society of America, San Diego, CA.

Ejaz, F.K. (Moderator) (2003, March). *Long-term care: Issues in discharge planning, relocation, and cultural competence*. Symposium conducted at the joint annual meeting of the American Society on Aging and the National Council on Aging, Chicago, IL.

Ejaz, F.K. (Organizer) (2002, November). *Federal & state initiatives in nursing home consumer satisfaction: Building relationships in a changing world*. Symposium conducted at the annual meeting of the Gerontological Society of America, Boston, MA.

Fox, K., **Ejaz, F.K.**, Ranalli, A., & Straker, J. (November, 2002). *Family comments from the implementation of the family satisfaction survey in Ohio's nursing homes*. Poster presented at the annual meeting of the Gerontological Society of America, Boston, MA.

Noelker, L.S., **Ejaz, F.K.**, Kasayka, R., Hatfield, K., & Lechner, C. (2002, November). *Applying dementia care mapping results to resident care plan design*. Symposium presented at the annual meeting of the Gerontological Society of America, Boston, MA.

Ejaz, F.K. (2002, October). *Assessing quality of care in nursing homes*. Presented at the Margaret Blenkner Research Institute's 40th Anniversary, Conference. Cleveland, OH.

Ejaz, F.K., Straker, J. Hornbostel, R. & Walley, J.E. (2002, April). *Developing a web based long-term care consumer guide: Crossing the divide between providers and state policy makers*. Symposium presented at the joint annual meeting of the American Society on Aging and the National Council on Aging, Denver, CO.

Ejaz, F.K., Carter, R., Sangl, J., Darby, C., Bernard, S., Hampton, N., Phelps, S., Crystal, S., Straker, J., Hornbostel, R., & Walley, J.E. (April, 2002). *Federal and state initiatives in examining consumer satisfaction in nursing homes*. Workshop presented at the joint annual meeting of the American Society on Aging and the National Council on Aging, Denver, CO.

Noelker, L.S., & **Ejaz, F.K.** (2002, April). *The leadership role of nurse supervisors in nursing homes and its impact on the well-being of nurse assistants*. Paper presented at the annual meeting of the American Society on Aging, Denver, CO.

Ejaz, F.K. (2001, November). Developing a satisfaction survey for families of long term care residents. In J. Straker (Organizer), *Developing an internet based long-term care consumer guide: Linking policy and research*. Symposium conducted at the annual meeting of the Gerontological Society of America, Chicago.

Ejaz, F.K., Noelker, L.S. (2001, November). *Nurse assistants and their supervisors: The odyssey of working together in nursing homes*. Paper presented at the annual meeting of the Gerontological Society of America, Chicago.

Ejaz, F.K. (2001, October). Capturing the voice of consumers in satisfaction measures: A focus on the family perspective of care in nursing homes. In Bowers, B., Ejaz, F., Petno, D., Straker, J., (Chairs). *Capturing the voice of consumers in satisfaction measures*. Symposium

conducted at 'Consumer Voice and Choice', the 4th Long Term Care Conference organized by Scripps Gerontology Center.

Anetzberger, G., Bass, D.M., **Ejaz, F.K.**, & Nagpaul, K. (2001, March). *Developing and testing screening tools and referral protocols for elder abuse: The Ohio experience*. Workshop presented at the annual meeting of the American Society on Aging, New Orleans, LA.

Ejaz, F.K. (Moderator) (2001, March). *Social networks, relationships and activities for elders in diverse settings*. Applied research brief at the annual meeting of the American Society on Aging, New Orleans, LA.

Ejaz, F.K., Noelker, L.S., Schur, D., & Reich, J. (2001, March). *Challenges faced in supervising nurse assistants: Implications for the future of long-term care*. Paper presented at the annual meeting of the American Society on Aging, New Orleans, LA.

Noelker, L.S., **Ejaz, F.K.**, Schur, D., & Reich, J.L. (2001, March). *Depression among new nursing assistants: Implications for improving screening, training, and orientation*. Applied Research brief presented at the annual meeting of the American Society on Aging, New Orleans, LA.

Ejaz, F. K., Noelker, L.S., Schur, D., & Reich, J. (2000, November). *Challenges faced in supervising nurse assistants: Lessons learned, tasks ahead*. Poster presented at the annual meeting of the Gerontological Society of America, Washington, D.C.

Ejaz, F.E., & Mirrotto, R. (2000, March). *Conducting consumer satisfaction surveys in a nursing home*. Research brief presented at the annual meeting of the American Society on Aging, San Diego, CA.

Nagpaul, K., & **Ejaz, F.E.**, (2000, March). *Honoring and respecting cultural traditions associated with death and dying in a foreign land*. Program exchange presented at the annual meeting of the American Society on Aging, San Diego, CA.

Ejaz, F. K., & Anetzberger, G. (1999, November). *Assessing consumer satisfaction with long term care services*. In Z. Harel & L.S. Noelker (Chairs), Quality of care and quality of life in long term care. Symposium conducted at the annual meeting of the Gerontological Society of America, San Francisco.

Noelker, L.S., & **Ejaz, F.K.** (1999, November). *Research results on the use of satisfaction surveys in Ohio nursing homes*. In F.K. Ejaz & J. Cohen-Mansfield (Chairs), Consumer satisfaction surveys in nursing homes. Symposium conducted at the annual meeting to the Gerontological Society of America, San Francisco.

Ejaz, F.K. (1999, October). *Perspectives on aging in India*. Presented at *Think globally, act locally: An international perspective for Cuyahoga County*. Cuyahoga County Conference on Aging, Cleveland, OH.

Anetzberger, G.A., **Ejaz, F.K.**, & Nagpaul, K. (1999, September). *Ohio's invisible victims: Detecting elder abuse & domestic violence*. Presented at the 10th Annual Conference on Aging of the Ohio Association of Area Agencies on Aging, Cincinnati, OH.

Anetzberger, G.A., Bass, D.M., & **Ejaz, F.K.** (1999, April). *Development and dissemination of an elder abuse/domestic violence risk assessment tool*. Presented at the Ohio Family Violence and Elder Abuse Roundtable, Columbus, OH.

Ejaz, F.K. (1999, March). *Predictors of advance directives in institutionalized elderly*. Paper presented at the annual meeting of the American Society on Aging, Orlando, FL.

Ejaz, F.K. (1999, March). *How the characteristics of the Alzheimer's patient and their primary caregiver influence the caregiver's perception of burden*. Moderator of research brief presented at the annual meeting of the American Society on Aging, Orlando, FL.

Mirrotto, R., **Ejaz, F.K.**, & Watson, J. (1999, March). *Advance directives, family style: Writing your own tune*. Paper presented at the annual meeting of the American Society on Aging, Orlando, FL.

Anetzberger, G., Bass, D.M., **Ejaz, F.K.**, & Nagpaul, K. (1999, March). *Development of a statewide screening tool and protocols for elder abuse and domestic violence*. Paper presented at the annual meeting of the American Society on Aging, Orlando, FL.

Ejaz, F.K. (1998, November). *Predictors of advance directives in institutionalized elderly*. Paper presented at the annual meeting of the Gerontological Society of America, Philadelphia, PA.

Ejaz, F.K. (1998, November). The influence of religion and personal values on life-prolonging treatment decisions in institutionalized elderly. In E. Chapleski (Chair), *Spirituality and decision-making in late life: Cultural Perspectives*. Symposium conducted at the annual meeting of the Gerontological Society of America, Philadelphia, PA.

Looman, W.J., Noelker, L.S., Schur, D., Whitlatch, C.J., & **Ejaz, F.K.** (1998, November). *Family members' perceptions of nurse assistants: More positive than nurse assistants think*. Poster presented at the annual meeting of the Gerontological Society of America, Philadelphia, PA.

Ejaz, F.K. (1998, March). *Life-prolonging treatment decisions in Jewish, Catholic and Protestant nursing home residents*. Research brief presented at the annual meeting of the American Society on Aging, San Francisco, CA.

Ejaz, F.K., & McNutt, W. (1997, November). *The influence of religious and personal values on life-prolonging treatment decisions in institutionalized elderly*. Poster presented at the annual meeting of the Gerontological Society of America, Cincinnati, OH.

Ejaz, F.K., & Slater, S.B. (1997, November). *Determining quality outcomes in long-term care*. Pre-conference workshop conducted at the annual meeting of the Gerontological Association, Cincinnati, OH.

Ejaz, F.K., & Anetzberger, G. (1997, November). Service satisfaction of elderly consumers and their families across settings. In L.S. Noelker (Chair), *Quality long-term care across service settings: Perspectives of older consumers, their families and providers*. Symposium conducted at the annual meeting of the Gerontological Society of America, Cincinnati, OH.

Ejaz, F.K., & Noelker, L.S. (1997, November). *Family satisfaction with nursing home services for residents with dementia*. Poster presented at the annual meeting of the Gerontological Society of America, Cincinnati, OH.

Looman, W.J., Noelker, L.S., Schur, D., Whitlatch, C.J., & **Ejaz, F.K.** (1997, November). *Nursing home residents' family members' impact on nursing assistants: What helps, what hurts?* Paper presented at the annual meeting of the Gerontological Society of America, Cincinnati, OH.

Schur, D., Noelker, L.S., Looman, W.J., **Ejaz, F.K.**, & Whitlatch, C.J. (1997, November). *Strategies to improve job and organizational commitment among nursing assistants caring for dementia residents*. Poster presented at the annual meeting of the Gerontological Society of America, Cincinnati, OH.

Ejaz, F.K., Noelker, L.S., & Wells, L. (1997, September). *Predicting satisfaction among nurse assistants and families of dementia residents: A research practice partnership*. Paper presented at the 60th annual meeting and trade show of the Association of Ohio Philanthropic Homes, Housing and Services for the Aging, Cleveland, OH.

Noelker, L.S., **Ejaz, F.K.**, & Wells, L. (1997, September). *Improving the quality of nurse assistant-resident relations in nursing homes*. Paper presented at the 60th annual meeting and trade show of the Association of Ohio Philanthropic Homes, Housing and Services for the Aging, Cleveland, OH.

Ejaz, F.K., & Ollerton, S. (1997, May). *Improving the quality of care for long term care residents who have dementia*. Paper presented at the American Red Cross 1997 Home Health Aide and Nurse Assistant Convention, Cleveland, OH.

Ejaz, F.K., Schur, D., & Noelker, L.S. (1996, November). *The effect of social relationships, activity involvement and health on perceived boredom among nursing home residents*. Paper presented at the annual meeting of the Gerontological Society of America, Washington, DC.

Looman, W.J., Noelker, L.S., **Ejaz, F.K.**, Whitlatch, C.J., & Schur, D. (1996, November). *Nursing assistants caring for dementia residents in nursing homes: Family member reports of what they're doing right*. Poster presented at the annual meeting of the Gerontological Society of America, Washington, DC.

Noelker, L.S., Shur, D., Looman, W.J., **Ejaz, F.K.**, & Whitlatch, C.J. (1996, November). *Factors affecting job satisfaction among nurse assistants caring for dementia residents.* Poster presented at the annual meeting of the Gerontological Society of America, Washington, DC.

Whitlatch, C.J., Noelker, L.S., Schur, D., **Ejaz, F.K.**, & Looman, W.J. (1996, November). *Depression in family caregivers of institutionalized demented elders.* Poster presented at the annual meeting of the Gerontological Society of America, Washington, DC.

Cohen-Mansfield, J., & **Ejaz, F. K.** (1996, November). *Conducting satisfaction surveys in long-term care.* Pre-conference workshop conducted at the annual meeting of the Gerontological Society of America, Washington, D.C.

Ejaz, F.K. (1996, November). Experiences in conducting satisfaction surveys: An in-house perspective. In J. Cohen-Mansfield & F.K. Ejaz (Chairs), *Conducting satisfaction surveys in long-term care.* Pre-conference workshop conducted at the annual meeting of the Gerontological Society of America, Washington, D.C.

Ejaz, F.K., Looman, W., Noelker, L.S., Wells, L., Whitlatch, C.J., & Cassidy, B. (1996, October). *Improving quality of care for nursing home residents with dementia.* Paper presented at the 17th annual meeting of the Multidisciplinary Institute on Aging, Ohio Department on Aging, Columbus, OH.

Ejaz, F.K., Schur, D., & Noelker, L.S. (1996, March). *The effect of activity involvement and social network on boredom among nursing home residents.* Research brief presented at the annual meeting of the American Society on Aging, Anaheim, CA.

Balaswamy, S., **Ejaz, F.K.**, & Nagpaul, K. (1996, March). *Building coalitions to assess service needs of the elderly from the Indian subcontinent.* Round-table discussion at the annual meeting of the American Society on Aging, Anaheim, CA.

Ejaz, F., & Rose, M. (1995, November). *Changes in social response after restraint removal.* Poster presented at the annual meeting of the Gerontological Society of America, Los Angeles, CA.

Ejaz, F.K., & Rose, M. (1995, November). *Social response: Changes after restraint removal.* Poster presented at the Spectrum of Research on Aging and the Aged, Case Western Reserve University, Cleveland, OH.

Caston, M.A., **Ejaz, F.**, Bensing, K., & Lozier, L. (1995, October). Putting theory into practice--Developing an ethics committee. In *Ethics in Aging: It's Everybody's Business.* Cuyahoga Community College, Center for Applied Gerontology and the Western Reserve Geriatric Education Center, Cleveland, OH.

Ejaz, F. (1994, November). Discussant in B.R. Chandler (Chair), *Diverse roles in applied research in long-term care*. Symposium conducted at the annual meeting of the Gerontological Society of America, Atlanta, GA.

Ejaz, F., & Rose, M. (1993, November). *Nursing home residents' restraint status and prescriptions for selected psychotropic drugs*. Poster presented at the annual meeting of the Gerontological Society of America, New Orleans, LA.

Rose, M., & **Ejaz, F.** (1993, November). *Attitudes of nursing home staff toward physical restraints*. Poster presented at the annual meeting of the Gerontological Society of America, New Orleans, LA.

Ejaz, F. (1993, November). *Practical barriers to collaborative research*. In M. Mulvihill (Chair), *Researchers in long-term care: Can we collaborate?* Pre-conference workshop conducted at the annual meeting of the Gerontological Society of America, New Orleans, LA.

Ejaz, F. (1992, November). Research projects initiated by clinicians and facilitated by researchers: Processes and challenges. In J. C. Mansfield (Chair), *Research in long-term care: The clinician-researcher interface*. Pre-conference workshop conducted at the annual meeting of The Gerontological Society of America, Washington, D.C.

Ejaz, F. (1992, October). Prevalence of and reasons for physical restraint use before and after restraint reduction programs. In M. Kaufmann (Chair), *Restraint reduction: Two Cleveland models*. Symposium conducted at the annual meeting of the American Association of Homes for the Aging, Boston, MA.

Ejaz, F., Kaufmann, M., & Goldman, B. (1992, March). Moving to a restraint reduced environment. Issue forum conducted at the annual meeting of The American Society on Aging, San Diego, CA.

Harris, P., & **Ejaz, F.** (1992, January). *Multi-cultural issues in counseling*. Seminar conducted at John Carroll University, Cleveland, OH.

Ejaz, F. (1991, November). Evaluation of a program to reduce the use of physical restraints in two nursing homes in Cleveland. In J. C. Mansfield (Chair), *Reducing restraint use in the nursing home: Clinical and empirical findings*. Symposium conducted at the annual meeting of The Gerontological Society of America, San Francisco, CA.

Ejaz, F. (1990, November). The search for the right model. In M. Brod (Chair), *Models for long-term care research centers: Issues in design and operation*. Pre-conference workshop conducted at the annual meeting of The Gerontological Society of America, Boston, MA.

Ejaz, F. (1990, October). *Promoting a restraint-free environment*. Paper presented at the professional conference of the Alzheimer's Association, Cleveland, OH.

Ejaz, F. (1990, August). Conducting research on removing physical restraints from elderly nursing home residents. In B. Goldman (Chair), *Untie the elderly*. Seminar conducted by The Association of Ohio Philanthropic Homes and Housing for the Aging (AOPHA), Columbus, OH.

Ejaz, F., & Folmar, S. (1990, April). *Medicaid and Medicare reimbursement: Issues for Ohio nursing homes*. Research brief presented at the annual meeting of the American Society on Aging, Washington, D.C.

SPECIAL SKILLS

Knowledge of statistical packages such as SPSS-Windows, word processing including Word for Windows, budget management package such as Excel and data management, using SPSS.

AWARDS

1. Case Western Reserve University. Tuition waivers, 1982-1985.
2. Case Western Reserve University Alumni Fund for dissertation, 1985.
3. Altrusa Women's Scholarship, 1984.
4. Best Student Shield, Graduating Class, Tata Institute of Social Sciences, 1979.
5. Ayesha Harris Award, Best Student, Graduating Class, Family and Child Welfare Department, 1979.
6. J.M. Kumarappa Prize, Best Student, First Year, Tata Institute of Social Sciences, 1978.

PROFESSIONAL MEMBERSHIPS AND SERVICE TO PROFESSIONAL ORGANIZATIONS

1. Gerontological Society of America, 1990 - current
 - a. Convener, Aging in Asia, Informal Interest Group, 2013 – current.
 - b. Co-Convener, 2010 - 2012.
 - c. Fellow, 2004 - current
 - d. Member, Researchers Based in Long-Term Care Interest Group, 1991 – 2010; Convener or Co-Convener of group in 1991, 1995, 1996, 1997, 1998 and 1999.
2. American Society on Aging, 1992 - current
 - a. Facilitator, Service Providers to Asian American and Asian Immigrant Communities Peer Group, 2016 – current (co-facilitator in 2015).
 - b. Member, Diversity and Inclusion Committee, American Society on Aging. 2014 – current.
 - c. Co-Facilitator, Research Peer Group, 2015 – current.
 - d. Member, Research Committee, American Society on Aging (1995 to 2009).
 - e. Mentor. American Society on Aging's, New Ventures in Leadership Program. 2011; 1998; & 1999.
 - i. Supervised Zarin Balaporia's project on 'Attitudes of participants at 13 senior centers regarding educational sessions offered to them' – LifeSpan Inc. -2011.

- ii. Supervised Semanthie Brooks' project on 'Increasing job retention for home care aides' at Benjamin Rose Institute - 1999.
 - iii. Supervised Desiree Rogers' project on 'An analysis of minority and non-minority client satisfaction with services of the Community Services Division of Benjamin Rose' - 1998.
- 3. Member, National Association of Social Workers, 1995 - current.
- 4. Member, Association of Gerontology Education in Social Work, 2005 - current.
- 5. Member, Ohio Direct Service Workforce Consortium, Ohio Department of Medicaid and Government Resource Center, 2011 - current.
 - a. Member, Subcommittee on Research, Translation, Development & Commercialization, Ohio Department of Aging and University System, Ohio Board of Regents, 2012.
- 6. Member, Northeast Ohio Asian Women's Leadership Initiative (NALI), 2010 - 2013.
- 7. Member, Ohio Unified Long-term Care System Advisory Group, 2010.
- 8. Member, Advancing Excellence in America's Nursing Home Quality Campaign, for N.E. Ohio, 2010 - 2013.

COMMUNITY SERVICE

- 1. Reviewer, 1994 - current. Includes a variety of journals such as Journal of Applied Gerontology, Journal of Elder Abuse and Neglect, and Joint Commission Journal on Quality and Patient Safety, The Gerontologist, International Psychogeriatrics.
- 2. Reviewer. Alzheimer's Association International Research Grant Program (current)
- 3. Member, Institutional Review Board, I.D.E.A.S., Inc., 2008 - 2014.
- 4. Faculty Advisor, India Study Abroad Program. Case Western Reserve University, Cleveland, Ohio & University of Southern Illinois, Carbondale, Illinois, December - 2007 to January, 2008. Thirty-five students and faculty visited India for a 17-day tour of social service agencies, universities and historic sites. Cities visited included Delhi, Agra, Jaipur, Fatehpur Sikri and Mumbai. Contributions included ensuring gerontology content, making connections with the Tata Institute of Social Sciences, helping plan pre-trip meetings, organizing and hosting post-trip meeting, interpreting and educating students about culture, and presenting information at local and national conferences. 12/2007 - 1/2008.
- 5. Technical Expert (by invitation), Technical Expert Advisory Panel Meeting, 9/2006. Developing Consumer Satisfaction Tools for Assisted Living. Agency for Health Care Research and Quality.
- 6. Technical Expert (by invitation), Technical Expert Advisory Panel Meeting, 6/2006: NHCAPHS: A Nursing Home Resident Experience Survey. Agency for Health Care Research and Quality.
- 7. Co-designed (with Dr. Carol Whitlatch) a four-month gerontology internship for international social workers/gerontologists in collaboration with the Council of

- International Programs, Cleveland, Ohio. First gerontologist started internship in April, 2006.
8. Field Instructor, 2003. For Branka Premetica, M.S.W. student at Ohio State University.
 9. Grand Awards Judge in Gerontology. For the International Science and Engineering Fair (ISEF), held at Cuyahoga Community College, Cleveland, Ohio.
 10. Doctoral Dissertation Committee Member, 2000. For Denise Marcell's dissertation on influence of staff attitudes on nursing home residents' implementation of advance directives, Frances Payne Bolton School of Nursing, Case Western Reserve University, Cleveland, Ohio.
 11. Field Instructor, 2000. For Emily Dakin, MSSA/Doctoral candidate at the Mandel School of Applied Social Sciences, Case Western Reserve University, Cleveland, Ohio.
 12. Member, 1995 -97, Ethics in Long-Term Care Community Advisory Group. Organized by Drs. Stuart Younger and Elizabeth O'Toole, Case Western Reserve University, Cleveland, Ohio.
 13. Member, 1994 -'96, Local International Connections (LINK) Committee, Mandel School of Applied Social Sciences, Case Western Reserve University, Cleveland, Ohio.
 14. Member, 1994, Research Curriculum Committee, Mandel School of Applied Social Sciences, Case Western Reserve University, Cleveland, Ohio.

LANGUAGES SPOKEN/WRITTEN OTHER THAN ENGLISH

Written & Spoken: Hindi; Spoken: Urdu; and some Bengali (fair understanding).