

KAREN ZGODA

MSW, LCSW, Doctoral Candidate



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RESEARCH INTERESTS

The role of technology in social work, the effects of information communications technologies (ICTs) such as the Internet and email, poverty and class, aging and community practice with older adults, social informatics, socioeconomic development, and community practice.

EDUCATION

- Boston College 2003 – Present
Ph.D. in Social Work degree
ABD Status, January 2009
- University of Missouri-Columbia 1997 - 1999
Major in Social Work, Planning & Administration focus
Masters in Social Work degree
- Canisius College 1993 - 1997
Major in Psychology, Liberal Arts and Computer Science concentration
Bachelor of Arts degree

EMPLOYMENT

- Salem State College January 2008 - Present
Visiting Lecturer
Courses Taught:
 - SWK 101 – The Profession of Social Work (Spring 2009)
 - SWK 200 – Social Service Volunteer Practicum (Spring 2010)
 - SWK 380 – Research Methods in Social Work (Spring 2008, Fall 2008, Spring 2010)
 - SWK 410 – Social Policy (Spring 2009, Spring 2010)
 - SWK 855R – Research Lab (Fall 2009)
 - SWK 856R – Research Lab (Spring 2010)

- Charlestown Connects Project January 2008 - Present
 Research Assistant
 Duties:

 - Develop and conduct evaluation research plan with Boston College team and Charlestown Connects staff
 - Conduct literature reviews
 - Collect and analyze secondary data
 - Analyze qualitative interview data
 - Collaborate on writing research reports

- Boston College Social Work Library May 2005 – Present
 Student Assistant
 Duties:

 - Assist library patrons with materials circulation
 - Participate in library research projects as requested

- Center for the Study of Home and Community Life July 2007 – June 2008
 Research Assistant
 Duties:

 - Edit “Developing and Implementing Self-Direction Programs and Policies: A Handbook”

- Veronica Smith Senior Center April 2006 – December 2007
 Senior Advocate
 Duties:

 - Respond to the needs of seniors at the Senior Center and in their homes
 - Provide information & referral services to seniors and their caretakers
 - Responsible for visiting homebound seniors to provide and/or assist them in completing applications for government related benefits and other community services
 - Secure necessary documents and resources to complete application processes
 - Make referrals for appropriate services
 - Develop program to tutor seniors on computer use
 - Distribute Taxi Discount Coupons to eligible seniors
 - Maintain current files on government benefits, health care and housing rules and regulations, community elder services and other issues effecting elders and their needs
 - Complete all home visit and client appointment reports, statistics and paperwork within program guidelines and agency policy (monthly)
 - Assist staff and volunteers in Senior Center programs, events and office duties.

- Brookline Adult Education, Brookline Senior Center January 2006 – March 2006
 Computer Teacher
 Courses Taught:

 - Digital Camera Class

- Boston College Graduate School of Social Work September 2003 – May 2005
 Graduate Assistant
 Duties:

 - Respond to the needs of department faculty in course and research pursuits

- CTCNet August 2003 – August 2005
 Connections for Tomorrow (C4T) Consultant
 Duties:

 - Work with selected Community Technology Centers (CTCs) to enhance operational sustainability pertaining to outreach and volunteer programs
 - Develop outreach strategies and plans for participating CTCs including outreach materials, community information, and additional resources
 - Develop volunteer program and strategies for participating CTCs including program structure, outreach and tracking forms, outreach and recruitment, and orientation and volunteer training programs and materials, management and supervision materials, volunteer recognition materials, and additional volunteer program resources
- University of Massachusetts-Boston, CTC Vista Project October 2001 - December 2002
 Vista Support Coordinator, Consultant
 Duties:

 - Assist program staff and CTC Vista volunteers with program related pursuits
 - Development of VISTA Supervisor Tips to help programs run programs more effectively
 - Developing a project database for the Community Technology Center (CTC) Vista Project, in addition to researching resources and working with AmeriCorps *VISTA members serving at CTCs across the country
- CTCNet August 2001 - September 2002
 Project Coordinator
 Duties:

 - Revising and editing the CTC Start-Up Manual, a freely available manual for starting and running a CTC, including soliciting over 60 contributions from over 40 CTCNet members across the country
 - Communicating and sharing a variety of resources with over 1,000 CTCNet members via email lists
- Boys & Girls Club of Taunton August 2000 - August 2001
 AmeriCorps *VISTA, PowerUP Technology Project Coordinator
 Duties:

 - Assisting over 200 children on average per week, and numerous Senior Citizens, with technology skills while serving as an AmeriCorps *VISTA member
 - Winning the PowerUP Computer Lab of the Month Award/Local Success Story

PUBLICATIONS

Articles in Scholarly Journals

- Slayter, E. & Zgoda, K. (2009). *Substance abuse treatment utilization among elderly Medicaid beneficiaries with and without intellectual disabilities*. Manuscript in preparation.
- Zgoda, K. (2009). *"The Internet has saved my life:" How Baby Boomers and older adults use the Internet for health information*. Manuscript in preparation.
- Silfen, K. & Zgoda, K. (2008). Evidence-based practice and library instruction: An assessment of student reference lists. *Behavioral and Social Science Librarian*, 27(2), 104-115.

- Mahoney, K., Simon-Rusinowitz, L., Simone, K., & Zgoda, K. (2006, Winter). Cash and Counseling: A promising option for consumer-direction of home and community-based services and supports. *Care Management Journals*, 7(4), 199-204.

Book Chapters

- Zgoda, K. (2007). When the white cane comes in handy: Helping older adults navigate the health care system. In L. Grobman & D. Bourassa (Eds.), *Days in the Lives of Gerontological Social Workers*. Harrisburg, PA: White Hat Communications.
- Mahoney, K. & Zgoda, K. (2006). Approaches to empowering individuals and communities. In B. Berkman & S. D'Ambruso (Eds.), *Handbook of Social Work in Health and Aging*. New York: Oxford University Press. Available online: <http://www.cashandcounseling.org/resources/20060928-101445/KMKZ.pdf>

Book & Software Reviews

- Zgoda, K. (2007). Application Review: HyperRESEARCH. *Journal of Technology in Human Services*, 25(4), 109-113.
- Zgoda, K. (2007, Fall). Book Review: Age matters: Realigning feminist thinking. *The New Social Worker*, 14(4), 28. Available online: <http://tinyurl.com/6arxc7>

Columns

- Zgoda, K. (2009 - Present). SW 2.0. Column focuses on the role of technology in social work. *The New Social Worker*. Available online: <http://www.socialworker.com>. Columns published:
 - CaringBridge: A valuable tool for social workers and those with critical illness. (2009, Spring). *The New Social Worker*, 16(2). Available online: [http://www.socialworker.com/home/Feature_Articles/Technology/CaringBridge: A Valuable Tool for Social Workers and Those With Critical Illness/](http://www.socialworker.com/home/Feature_Articles/Technology/CaringBridge:_A_Valuable_Tool_for_Social_Workers_and_Those_With_Critical_Illness/)
 - How tweet it is: Social tweeters. (2009, Summer). *The New Social Worker*, 16(3). Available online: http://www.socialworker.com/home/Feature_Articles/Technology/How_Tweet_It_Is:_Social_Tweeters/
 - Social work? There's a blog for that. (2009, Fall). *The New Social Worker*, 16(4). Available online: http://www.socialworker.com/home/Feature_Articles/Technology/SW_2.0%3A_Social_Work_?_There%27s_a_Blog_for_That/

Edited Manuals

- O'Keeffe, J. (2009). Developing and Implementing Self-Direction Programs and Policies: A Handbook. Completed minor editing work for Janet as part of research assistant work for the Center for the Study of Home and Community Life at Boston College. Available online: <http://www.cashandcounseling.org/resources/handbook>
- Zgoda, K. & Stone, A. (2003). CTC center start-up manual. Available online: http://www.ctcnet.org/what/resources/startup_manual.htm

Magazine & Newsletter Articles

- Zgoda, K. (2009, Summer). Sweet treats for summertime. *North End Scene Magazine*, 7, 66-67.
- Zgoda, K. (2008, Fall). Back to school resolution: Avoid common APA mistakes. *The New Social Worker*, 15(4), 28-29.
- Zgoda, K. (2008). A perfect slice of chocolate cake. *art nouveau magazine*, 4. Available online: <http://www.artnouveau.com/july-august/culture-tridentbook.html>
- Zgoda, K. (2003, Summer). Destination: summer youth activities. *Massachusetts AmeriCorps InterCorps Council (ICC) Newsletter*.
- Zgoda, K. (2003, Spring). Web sites you can use. *Massachusetts AmeriCorps InterCorps Council (ICC) Newsletter*.
- Zgoda, K. (2002, Winter). The space between: an interview with CTCNet executive director Karen Chandler. *Community Technology Review*.
- Zgoda, K. (2002, Winter). Alive and well, not in Manhattan today as planned. *Community Technology Review*.
- Zgoda, K. (2001, December). Notes from a Linux Installfest. *Pambazuka Newsletter*, 47. Available online: <http://www.pambazuka.org/en/category/internet/4960>
- Zgoda, K. (2001, October 30). From the Front Quote. *National Service News*, 144.
- Zgoda, K. (2001, Spring). Can you sit with me at the computer: An AmeriCorps *VISTA personal journey. *New Social Worker Magazine*.
- Zgoda, K. (2001, March). Can you sit with me at the computer: an AmeriCorps *VISTA personal journey. *VISTA Source*, 1(7).
- Zgoda, K. (2001, Summer). Click on over: a profile of the Boys & Girls Club of Taunton technology center. *Community Technology Review*.
- Zgoda, K. (2001, February). Can you sit with me at the computer: an AmeriCorps *VISTA personal journey. *Social Work Focus*, 28(7).

Tip Sheets

- Zgoda, K., & Crichton, M. (2002). VISTA Supervisor Tips. Available online: <http://lctc.org/vista/supervisor/index.shtml>

Unpublished Manuscripts

- Zgoda, K. (2001). *Computers: a useful tool to explore*. Unpublished manuscript.
- Zgoda, K. (2001). *Practical approaches to coordinating volunteer monitors in a rural supervised visitation program*. Unpublished manuscript.

PRESENTATIONS

- Zgoda, K. The Role of the Internet in Health Informatics among Older Adults. Council on Social Work Education (CSWE) Annual Program Meeting, San Francisco, CA. October 2007.
- Zgoda, K. Internet-Based Health Information Use by Persons aged 50 and Older: An Exploration of Process, Meaning, and Experience. International Conference of Human Services Technology Applications (HUSITA8), Toronto, ON. August 2007.
- Zgoda, K. Internet-Based Health Information. Festival of International Conferences on Caregiving, Disability, Aging, and Technology (FICCDAT), Toronto, ON. June 2007.
- Zgoda, K. "Making the most of your resources." Massachusetts AmeriCorps InterCorpsCouncil (ICC) Service Enrichment Conference, Boston, MA. December 2003.
- Zgoda, K. "Discussion and sharing of my experiences with the Vermont AmeriCorps Corps Council." Massachusetts AmeriCorps InterCorpsCouncil Meeting, Boston, MA. February 2003.
- Zgoda, K. "Bridging the Digital Divide: The AmeriCorps *VISTA Program." Social Work and Technology Conference, Charleston, SC. August 2002.

COMMUNITY SERVICE EXPERIENCE

- American Cancer Society, <http://www.cancer.org>
Blogger Advisory Council, 2009 – Present
- Community Software Lab, <http://thecsl.org/>
Board President, 2007 – Present
Board Member, 2006 – 2008
- The New Social Worker Magazine, <http://www.socialworker.com>
Blogger on New Social Worker Blog, <http://blog.socialworker.com/>, 2009 – Present
- SocialWorkChat.org, <http://www.socialworkchat.org>
Staff and Bulletin Board Moderator, 2008 – Present
 - Technology and Social Work Board
 - Social Work Research Board
 Chat Host, 2000 – 2006
- ONEin3 Boston Mayor's Young Bostonian Advisory Council, <http://www.onein3boston.org/>
Young Families Subcommittee
Advisory Council Member, August 2008 – September 2009
- Canisius College Regional Alumni Chapter
Secretary and Treasurer, 2003 – 2005
- Brookline Senior Center
Computer Tutor, March 2005 – August 2005

AWARDS

- PowerUP Local Success Story, May 2001

ADDITIONAL TRAINING

- Mediation Training
Forty hours of basic mediation training in family disputes, April 1999.