

DISPATCH from a — WANDERING Social Worker



GINA SHORT

Dispatch from a Wandering Social Worker

UNPAID AND PAID WORK EXPERIENCE

HELPLINE INFORMATION AND RESOURCE REFERRAL SPECIALIST (Virtual) 9/22 – 8/23

National Alliance on Mental Illness (NAMI)

- Provided guidance to individuals affected by serious mental health conditions, establishing productive rapport.
- Offered nationwide access to mental health community resources.

PROGRAM MANAGER, FRAUD DETECTION AND NATIONAL SECURITY (FDNS) 3/20 – 5/23

U.S. Department of Homeland Security (DHS), U.S. Citizenship and Immigration Services (USCIS), Washington, DC & Camp Springs, MD

- Supported USCIS FDNS to enhance national security and immigration integrity.
- Managed organizational policy guidance and operational improvements across field offices.

CHIEF, CITIZENSHIP BRANCH 11/14 – 3/20

U.S. Department of Homeland Security (DHS), USCIS, Washington, DC

- Supervised staff of seven Adjudications Officers; oversaw performance and training.
- Developed guiding principles for citizenship adjudications domestically and abroad.
- Coordinated with DOD and various agencies on military naturalization matters.

OVERSEAS ADJUDICATIONS OFFICER 2/13 – 11/14

DHS, USCIS, Moscow, Russia

- Oversaw refugee application processes across multiple countries; conducted sensitive investigations.
- Collaborated with DOS, UNHCR, and other international bodies on immigration benefits and eligibility.

ADJUDICATIONS OFFICER 7/09 – 2/13

DHS, USCIS, Washington, DC

- Led a national project to centralize citizenship and naturalization adjudications into a modernized case management system.
- Managed a multi-year form revision process for USCIS citizenship and naturalization forms.
- Served as subject matter expert on naturalization medical disability process and public trainings.

REFUGEE OFFICER 11/07 – 7/09

DHS, USCIS – Various International Locations

- Adjudicated complex refugee applications; conducted field investigations in Egypt, Kenya, Iraq, Nepal, and more.
- Liaised with DOS and UNHCR on U.S. refugee resettlement matters.

PRESIDENTIAL MANAGEMENT FELLOW (PMF) – REFUGEE OFFICER 4/07 – 11/07

DHS, USCIS, Refugee Affairs and International Operations Directorate (RAIO), Washington, DC

- Researched and implemented best practices in international adjudication to enhance performance.
- Updated procedures for refugee fraud determinations using statistical analysis.

PMF – MANAGEMENT AND PROGRAM ANALYST 9/05 – 4/07

DHS, USCIS, Service Center Operations Directorate (SCOPs), Washington, DC

- Coordinated USCIS adjudicator access to DOS systems to improve review and determination accuracy.
- Managed transfer of refugee Employment Authorization responsibilities from CBP to USCIS.

ENGLISH TEACHER AND LIBRARIAN 7/96 – 6/98

U.S. Peace Corps, Eritrea, Africa

- Taught English to over 55 middle school students aged 10–21.
- Established a school library in collaboration with local and international organizations, managing logistics across countries.

EDUCATION

University of Maryland, School of Social Work – *MSW, Social Action & Community Development*

Western Oregon State College – *B.S., History (Psychology Minor)*

Management Concepts, Washington DC – *Certificates in Leadership, Supervision, Project Management*