

Ashley-Danielle Bickerstaff

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Professional Profile

Dedicated MSW student with a clinical specialization and focus on addiction counseling. Aspiring Licensed Clinical Social Worker (LCSW) and Licensed Clinical Addiction Counselor (LCADC) committed to understanding the impact of trauma and substances on behavior.

Education

Rutgers University | Newark, NJ | Expected May 2027

- Master of Social Work (MSW) | Clinical Specialization
- Certificate: Addiction Counselor Training (ACT) Program
- Current GPA: 3.875 | Rutgers MSW Dean's Scholarship Recipient

Howard University | Washington, DC | May 2024

- B.S. in Psychology | Criminology minor | GPA: 4.0
- Honors: Phi Beta Kappa, Dean's List (2020-2024), Alain Locke Scholar

Social Service Experience

Extern | Mental Healthcare Process Design & Strategy Consulting Externship | June 2025

– Present

- Developed a dashboard to decrease cognitive load for case managers and optimize care team workflow for a tertiary psychiatric hospital in Singapore.
- Analyze how case management workflows shape patient experience and continuity of care
- Make Care coordination work visible through process mapping
- Quantify and Communicate the Value of Case Management Work

Newark Public Library | Social Services Office Intern | Sept 2025 – May 2026

- Provide direct advocacy and support for patrons navigating local, state, and federal resource applications.
- Facilitate referrals to mental health and social service organizations to bridge gaps in community accessibility.
- Developed and managed the "Managing Stress in Young Adulthood" workshop in collaboration with Greater Essex Counseling for the 18-24 demographic.

- Curate community resource materials to ensure continuity of care for future practicum rotations.

U.S. HHS: Substance Abuse and Mental Health Services Administration (SAMHSA) | WTC Intern | August 2024 – May 2025

- Coordinated the CLAS Act Designation Training Program, managing progress tracking and certification for behavioral health professionals nationwide.
- Assisted in updating a national Behavioral Health Navigator Tool by synthesizing stakeholder feedback and career pathway data via Excel.
- Constructed an Early Diversion Regional Dashboard to visualize ERA grant data for SAMHSA regions.
- Moderated CEU-eligible webinars and co-hosted "Food with Stories," a hybrid event centered on cultural storytelling and belonging.

WorkSource Cobb/CobbWorks | WIOA Eligibility Intern | June 2023 – October 2023

- Served underserved populations as an administrative assistant, helping clients increase income opportunities through the Workforce Innovation Opportunity Act (WIOA).
- Led virtual program orientations for Georgia applicants, managing technology, interactive polling, and Q&A sessions for high-volume Zoom calls.

U.S. DOT: National Highway Traffic Safety Administration | STIPDG Intern | June 2022 – August 2022

- Selected for the highly competitive Summer Internship Program for Diverse Students (STIPDG) as a temporary Federal employee.
- Researched driving impairment within tribal nations, analyzing fatality rates through the lens of tribal history, reservation conditions, and behavioral psychology.
- Developed a prevention strategy targeting tribal youth, utilizing research on substance abuse and mass media campaigns to tackle roadway fatalities.
- Presented findings and proposed solutions at a Virtual Symposium for federal stakeholders.

Research Experience

Rutgers University | Center for Prevention Science | Research Assistantship | May 2026 – Present

- Drug Treatment & Recovery (Emilie Mankopf): Evaluating a NJ-wide opioid treatment and recovery program by assisting with data entry, cleaning, and management.

Rutgers University | Research Assistantship | Sept 2025 – May 2026

- Social Justice (Dr. Sandra E. Crewe): Collected articles on grandfamilies, decanal leadership, policy impacts on black communities, organizational survival, resident leadership, and autoethnography.

Howard University | Research Assistant (Multiple Labs) | 2021 – 2024

- Community Violence (Dr. Hope Hill): Created cartographic visual representations of 25-year crime trends in DC to analyze the impact of violence on youth in impoverished areas.
- Educational Equity (B. Larkin & K. Thomas): Organized focus group transcriptions and conducted qualitative analysis on the K-12 experiences of Black girls for journal publication.
- Personality & Career (Dr. Jeva StFort): Managed end-to-end survey administration in Qualtrics to design a visual-based personality survey matching students to work environments based on Myers-Briggs typologies.

Skills

- Technical: Qualtrics, Microsoft Office Software, Canva, Zoom/Teams (Tech Hosting), VOS Systems, Cartography/Data Visualization, Data Entry, Survey Design and Programming.

Leadership & Service

- Executive Vice President, National Society of Collegiate Scholars (2023–2024)
- Mentor, Howard University Psychology Club (2022–2024)
- Volunteer, Alternative Spring Break (Restorative Justice & Youth Empowerment, Richmond, VA)