Shana Kleiner, MSW

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**EDUCATION**

**Columbia University, College of Social Work, New York, NY**Master of Social Work (MSW), Advanced Generalist Practice and Programming — Summa Cum Laude  
August 2020 – April 2021  
  
**Skidmore College, Saratoga Springs, NY**B.A. in Social Work (Major), Sociology (Minor) — Magna Cum Laude, Dean’s List Honors  
September 2016 – May 2020

**RESEARCH & ACADEMIC EXPERIENCE**

**SAFELab, University of Pennsylvania — Philadelphia, PA**Assistant Director / Research Fellow / Program Coordinator / Lab Manager — September 2020 – Present

* Coordinate interdisciplinary research on Black grief and digital expression (NSF-funded project).
* Manage project 'Tools and Connections: Strengthening Support for COVID-19 Bereavement in Black Communities' (CWP-funded).
* Supervise MSW interns, RAs, and student researchers.
* Lead creative community collaborations and dissemination of research.
* Co-develop partnership initiatives for community-based digital safety and healing.

**Penn Center for Inclusive Innovation & Technology — Philadelphia, PA**Assistant Director — July 2024 – Present

* Lead strategic development and community partnership initiatives.
* Oversee event planning and cross-sector collaborations with Philadelphia-based organizations.

**Partners for Women & Justice— Bloomfield, NJ**Policy Analyst — May 2021 – November 2022

* Co-authored 'In Their Own Words,' a policy report on police interactions and domestic violence survivors.
* Conducted qualitative analysis and outreach to LGBTQ+ and sexual assault organizations.

**Columbia University School of Social Work — New York, NY**Research Assistant — October 2020 – April 2021

* Conducted research on Power, Race, Oppression, and Privilege (PROP) frameworks.
* Supported studies on Black resilience, joy, and self-care; coordinated events and administrative tasks.

**PUBLICATIONS**

**Peer-Reviewed Journal Articles**

Patton, D. U., Kleiner, S., Miller, S., Deas, N., Edwards, F. J., Grieser, J. A., ... & McKeown, K. (2025). Digital narratives of grief and resilience: Insights from the IESO platform. In International Conference on Disruptive Technologies, Tech Ethics, and Artificial Intelligence\* (pp. 368–378). Cham: Springer Nature Switzerland.

Patton, D. U., Kleiner, S., Miller, S., Deas, N., Edwards, F. J., Grieser, J. A., ... & McKeown, K. (2025). Detecting grief online among Black Harlem residents. Biological Psychiatry, 97 (9), S44.

Kleiner, S., Grieser, J. A., Miller, S., Shepard, J., Garcia-Perez, J., Deas, N., Patton, D. U., Turcan, E., & McKeown, K. (2024). Unmasking camouflage: Exploring the challenges of large language models in deciphering African American English and online performativity. AI and Ethics.

Aguilar, N., Landau, A. Y., Taylor, K. A., Kleiner, S., & Patton, D. U. (2024). Digital mourning in tweets: Multi-modal analysis of image-based grieving practices among gang-affiliated Black youth. \*New Media and Society.\*

Deas, N., Grieser, J., Kleiner, S., Patton, D., Turcan, E., & McKeown, K. (2024). Evaluation of African American language bias in natural language generation. arXiv preprint arXiv:2305.14291.\*

Deas, N., Vente, B., Ananthram, A., Grieser, J. A., Patton, D., Kleiner, S., ... & McKeown, K. (2025). Data caricatures: On the representation of African American language in pretraining corpora. arXiv preprint arXiv:2503.10789.

**Conference Proceedings**

Patton, D. U., Kleiner, S., Deas, N., Grieser, J., Shepard, J., Vente, B., & McKeown, K. (2025). AI with heart: A joy-centered framework for ethical AI development and implementation. In Proceedings of the 2025 Paris Conference on AI & Digital Ethics. Publication forthcoming in *AI & Ethics, Springer Nature.*

Deas, N., Grieser, J., Hou, X., Kleiner, S., Martin, T., Nandanampati, S., Patton, D. U., & McKeown, K. (2024). PhonATe: Impact of type-written phonological features of African American language on generative language modeling tasks. In Proceedings of the COLM 2024 Conference.

Melekis, K., & Kleiner, S. (2020). Elder self-neglect: Reporting and response. In Proceedings of the Aging in America Conference.

**Policy Reports & Other Publications**

Kleiner, S., & Perlmutter, T. (2022). In their own words: Surviving domestic violence, law enforcement, and access to safety.

Mathiyazhagan, S., Kleiner, S., & Patton, D. U. (2021). To make good policy on AI, talk to social workers.

Kleiner, S. (2019). Like mother, like daughter: The intergenerational link between mother activists and their daughters in KwaZulu-Natal, South Africa. SIT Digital Collections.

**FILM & CREATIVE RESEARCH PROJECTS**

* Life of Abundance (2024) — Short film, SAFELab. Link attached [here](https://vimeo.com/907989999/474400b7dd?turnstile=0.oC9TqjreuuI7MLAxZ9aTnhmKwR_p8mbd5YxCwY4CYjAMIglCaABqRSqSt-YTQ6EALQIOk4yCrY08wv1Suk4pXglOuMDviqqsjNjMS2TeIrlc1fsNjXuanVaxGmkZb9ZGb5TfEIiDZAsnBMOgezqSqhKXYK7vFdniMf6k6i8B4dcpWmvoQulloAYeEQskD4XT8fl_vuKdsv7U9PQ4MKLXpl00vgTV-IGpB6VZ_qZTuzkz2TonRHg7GUj6pwpxwV9HbhVHdrDRzesla1fCo40nugBGj_wst1vWkDT6rzXmUGkDbdTg0lnZrPre8S-7vJ7TySlw84sb8cDu0wvLM66jVRXXiLfcgwYQJdkXHi2oHDiMHUAVPjqwK3eFKTsvQbHCWiPlAqvtuSTjDPeqgClHpwZHwWGCuVNIap-D2pgKapd7sCCRpYH9dHegjQvs4AnT3auxzvqdCpwL88afiO1DhQps2Ph-ou3DvOR-vyk8GNCiFHyGPuAsM0ijmhEvTLcXUYvtkNoxo_KZXYBRnRXBtm_bMVC78IuRII2kmuQHnFikCxFf4pU_T-pi-9Z3ZRB6sAALVvW1ZNy6wBE44KRVvUp2ZEpByXdaUPhuIqEquPP3iF9_oT1kBPApMsg5CZOCkM8ONCFMYhWT3b8m6QeLGuTKs15glO592YfmmpUeNGJJCD7-yOhLI_MUEx6l4oOrKHAE7gRGe-9PyvKrP-tQQP2VCMOayBalEr-bt0IJC1MZSoFWWxp4TCOH9iwZOcZsbfiQMi7Hm1mMB7_T1RUCS5jEZa9eO_iXq1CX0erkXXGnTzGiap7YhjFXAN_pNZu3Nd7orlLcQ5vjNzu2dO5xvfunFxlts-swu1sdb0VkWjJGpM1T88iw6vvLM-DNFhMB8r8_5HqjpfNX0E1DlrzqQwSpZED9-9U8pEPj_0vrciSwK8hvurDiu0NiWb7Wo-s_.wo7tYR_M_seWKFiGdVcVzA.de87809eb6cfe2652e0abaf40b24af86fab46832abd084db9aaf12697eb5b75a).
* To Give Them Hope (2023) — Audio piece, Listening Lab Series. Link attached [here](https://pennlisteninglab.org/stories/to-give-them-hope).
* Hurt People Heal (2023) — Audio piece, Listening Lab Series. Link attached [here](https://pennlisteninglab.org/stories/hurt-people-heal).
* Ah, Teng (2020) — Short film, MDOCS Storytellers’ Institute. Link attached [here](https://vimeo.com/458564610/b38eca7ddb).

**FELLOWSHIPS & PROGRAMS**

* Executive Program for Social Innovation Design (XSD), University of Pennsylvania, Weitzman School of Design (2023)
* eCornell Project Management Program (2022)
* MDOCS Storytellers’ Institute Fellow (2020)

**AWARDS**

* Hilda & Morris Betten Social Work Award (2020)
* Skidmore College CIRCLE Scholar (2020)
* New Jersey Governor’s Award for Arts and Education (2016)
* National Speech & Debate League Outstanding Distinction (2016)

**INVITED TALKS**

* Tech and Well-Being [Public lecture / panel]. Andrea Mitchell Center for the Study of Democracy, University of Pennsylvania, Philadelphia, PA.
* *Joy in Grief and Loss* [Course Guest Lecture]. Journey to Joy graduate course, Annenberg School for Communication, University of Pennsylvania, Philadelphia, PA.
* *Practices of Resurrection and Necromancy*) [Public lecture / panel]. CAMRA Screening Scholarship Media Festival 2024,University of Pennsylvania, Philadelphia, PA.
* *Life of Abundance* [Film screening & Q&A]. Annenberg School for Communication, University of Pennsylvania, Philadelphia, PA.