



REGULAR MEETING AGENDA ITEM

Law Enforcement Transparency and Advisory Commission Applicant Packet

The Commission currently has vacancies due to members not renewing their second terms. Councilmember Liaisons Randy Helms and Yolanda Avila interviewed candidates for these appointments on December 18, 2024. Also present during the interview was Deborah Walker, Vice-Chair of the Commission. Nathan Whittington, who has served as an alternate member since March 12, 2024, is recommended for elevation to a voting member position.

Appointments	Position	Term	Term Effective Date	Expiration of Term
Nathan Whittington	Voting Member	1 st Term	January 14, 2025	September 14, 2027
Christina Molinari	Voting Member	1 st Term	January 14, 2025	September 14, 2027
Deborah Walker	Voting Member	2 nd Term	January 14, 2025	September 14, 2027
Dexter Jackson	Alternate Member	1 st Term	January 14, 2025	September 14, 2027

Application for City of Colorado Springs Boards & Commissions

Profile

Nathan

First Name

Whittington

Last Name

[REDACTED]
Email Address

[REDACTED]
Street Address

[REDACTED]
Suite or Apt

[REDACTED]
City

[REDACTED]
State

[REDACTED]
Postal Code

[REDACTED]
Primary Phone

Silversound Guitar

Employer

Instructor

Job Title

Use the following link to determine if you live inside City limits and to find your City Council District:

<https://coloradosprings.gov/city-clerk/page/city-council-districts>

Are you a resident of the City of Colorado Springs?

Yes No

In what City Council District do you reside? *

District 5

Which Boards would you like to apply for?

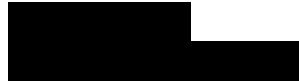
Law Enforcement Transparency and Advisory Commission: Submitted

Interests & Experiences

Why are you interested in serving on a board or commission?

I have been involved in grassroots volunteer work for several years. It started with humble garbage clean up meetings in local parks, and led to food drives and fundraisers. I believe that communities are strongest when they take collective responsibility, and I have been working to facilitate that. In the wake of the Club Q shooting, I saw an already marginalized group devastated by a senseless act of domestic terrorism. Upon seeing my friends, peers, and neighbors facing that fear and uncertainty, I decided to do everything I can to support them and elevate their voices. My mission on the Law Enforcement Transparency and Advisory Commission will be to facilitate collaboration between the community, law enforcement, and local government to advocate for policy and strategies to better protect and serve our people, ensure accountability, reduce harm, and provide equitable service.

Nathan Whittington



References available on request.

Professional Experience

Performing Artist

2013 - Present

- I have organized, performed and promoted concerts in various venues including, but not limited to:
 - The Pikes Peak Center
 - The Black Sheep
 - Sunshine Studios Live
 - Soda Springs Park
 - University of Colorado, Colorado Springs
 - La Burla Bee

Music Educator at Silversound Guitar

2021 - Present

- I teach guitar, bass, classical, jazz, and contemporary, as well as composition and music production.
- I work with a diverse group, including children, veterans, college students, and seniors.
- I worked with the Military Arts Connection as an experience facilitator.

Volunteer Experience

Project coordinator for Independent Artist Coalition Community Clean Up events

2018

- Coordinated meet up times, locations, and supply needs
- Communicated with El Paso County Parks and Recreation for pickup times, locations, and volunteer hour records

Assistant Coordinator and Performer for Independent Artist Coalition Guerilla Welfare Food Drive

2018

- Promoted via word of mouth and social media
- Assisted in booking
- Collected and donated approximately eighty pounds of non perishable food items to Care and Share For Southern Colorado

Project coordinator, booking, promotion, performance for Love Over Hate: Club Q Benefit at Fritzy's/555

2022

- Coordinated the date and venue
- Managed artist outreach
- Ensured allocation of funds raised
- Including admission and merchandise sales donated by artists, we donated \$1000 to the National Compassion Fund

Performer for Club Q Benefit at Bar K

2022

Performer for UCCS Veterans Field Day

2022


Profile

Christina

First Name




Molinari

Last Name


Email Address**Are you a resident of the City of Colorado Springs?** Yes No**In what City Council District do you reside? *** District 1

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<https://coloradosprings.gov/city-clerk/page/city-council-districts>


Street Address
Suite or Apt
City
State
Postal Code
Primary Phone

Self employed

Employer

Legal Investigator &
Youth/Family Welfare
Consultant

Job Title

Which Boards would you like to apply for?

Law Enforcement Transparency and Advisory Commission: Submitted

Introduction**Briefly introduce yourself and state your interest in serving on a specific Board, Commission, or Committee**

As a legal investigator specializing in child welfare cases, I've developed a unique ability to connect with people facing their most challenging moments. My work requires building immediate trust with individuals from diverse backgrounds - from parents navigating complex legal systems to youth in crisis, from seasoned professionals to families struggling with generational trauma. This skill in fostering open dialogue across cultural and socioeconomic barriers has become the foundation of my investigative success and drives my interest in serving on LETAC. Through my combination of legal investigation, therapeutic intervention, and system navigation experience, I've developed keen insight into how policies and procedures affect community members. I'm applying to LETAC because I believe my proven ability to analyze complex situations, build authentic connections, and identify practical solutions would help advance the commission's goals of strengthening police-community relationships in Colorado Springs.

Relevant Experience and Community Involvement

Highlight any volunteer work, previous service on boards or committees, and community involvement that demonstrates your commitment to public service and the community.

My professional journey has equipped me with a distinctive toolkit for understanding and addressing community needs. As a legal investigator for the Colorado Office of Respondent Parents' Counsel, I'm routinely tasked with engaging with our homeless community to help attorney's locate missing individuals and conduct sensitive interviews that require establishing rapport with resistant individuals while maintaining objectivity. This work has sharpened my ability to gather accurate information in high-stakes situations and identify underlying factors that influence outcomes. My experience as a MultiSystemic Therapy (MST) Program Supervisor and therapist has equipped me with a sophisticated approach to analyzing and addressing complex systemic issues. MST's rigorous model trains practitioners to examine problems through multiple ecological systems - family, peer, school, and community - rather than focusing solely on individual behavior. Through intensive quality assurance processes and weekly case consultations, I developed expertise in identifying how these systems interact and influence outcomes. As a supervisor, I led a clinical team in conducting comprehensive assessments that mapped how community factors, institutional practices, and resource allocation directly impact youth and family outcomes. Through my current role at Provident Consulting Services, I regularly collaborate with attorneys, judges, treatment providers, and community partners to navigate complex systems and overcome institutional barriers. This work demands careful analysis of policy impacts and creative problem-solving to achieve positive outcomes. My experience as an El Paso County Caseworker further grounds my understanding of how institutional practices directly affect community members, informing my approach to system improvement. As Colorado's MST Liaison, I've led initiatives that required building consensus among diverse stakeholders while maintaining focus on measurable outcomes. This role has strengthened my ability to analyze program effectiveness, identify service gaps, and develop practical recommendations for improvement - skills directly applicable to LETAC's mission of providing data-driven policy recommendations to City Council. My career has centered on gathering evidence, evaluating complex systems, and building relationships across diverse populations to drive meaningful change. I've learned that lasting solutions emerge when we combine rigorous analysis with genuine community engagement. LETAC's mission aligns perfectly with this approach - using data and dialogue to strengthen police-community relationships. I'm ready to apply my investigative expertise and systemic problem-solving skills to help build a more transparent and inclusive public safety system in Colorado Springs.

Supplemental Materials (if applicable)

[Kris.CV.10.2024.pdf](#)

Include any additional materials that may strengthen your application, such as a resume or examples of your work in the community.

Christina "Kris" Molinari, MS

PROFESSIONAL SUMMARY

Specialized investigator and consultant with extensive expertise in child welfare, juvenile justice, and family systems. Uniquely qualified to conduct comprehensive legal investigations for child welfare and Dependency & Neglect court cases through combined experience in legal investigation, forensic social work, therapeutic intervention, and child welfare case management. Proven track record of navigating complex systems while maintaining focus on family strengthening and child safety.

CORE COMPETENCIES

- Legal Investigation & Documentation
- Forensic Social Work
- Child Welfare Systems
- Court Testimony & Reporting
- Family Systems Assessment
- Treatment Progress Evaluation
- Multi-System Collaboration
- Crisis Intervention

PROFESSIONAL EXPERIENCE

Owner & Principal Consultant - Provident Consulting Services, LLC

Colorado Springs, CO

January 2020 - Present

Legal Investigator - Colorado Office of Respondent Parents' Counsel

- Conduct specialized dependency and neglect investigations, leveraging clinical expertise to provide comprehensive analysis of family dynamics, treatment compliance, and systemic barriers
- Develop detailed case chronologies and witness interviews that identify key factual disputes while integrating understanding of therapeutic interventions and family systems
- Prepare investigative reports that enhance attorney advocacy by incorporating clinical insights and systemic understanding of child welfare processes
- Partner with attorneys to evaluate treatment progress and identify community resources that support family reunification

Case Consultant - Colorado Office of the Child's Representatives

- Provide strategic consultation to Guardian ad Litem attorneys, incorporating clinical expertise to enhance legal advocacy in child welfare and juvenile justice cases
- Analyze complex family dynamics and case histories to develop effective representation strategies that promote child well-being

- Guide attorneys in accessing and evaluating appropriate services across multiple systems
- Maintain comprehensive case documentation to ensure continuity of legal representation

Colorado MST Liaison - Rocky Mountain MST Network Partners & The Kempe Center

- Serve as central point of contact for MST teams across Colorado, facilitating program implementation through state Youth Homelessness Prevention initiatives
- Lead community needs assessments to identify service gaps in underserved regions
- Develop and deliver educational presentations to key stakeholders on MST services and outcomes
- Manage statewide advocacy and outreach strategies to enhance partnerships between provider agencies and referring organizations

MST Program Supervisor - Four Feathers Counseling

Colorado Springs, CO

June 2020 - September 2023

- Launched and developed agency's MST Program, including comprehensive policy/procedure development and implementation
- Supervised clinical team of 4 MST Therapists while maintaining program fidelity and clinical outcomes
- Led successful participation in MST-Telehealth Enhanced Pilot Study, demonstrating program innovation and adaptability
- Managed program quality assurance measures and outcome reporting while maintaining clinical supervision responsibilities
- Collaborated with multiple county stakeholders to enhance service delivery and program effectiveness

MST Lead Therapist - Savio

Colorado Springs, CO

January 2017 - October 2019

- Provided intensive family-based intervention services, developing expertise in complex family systems assessment
- Conducted comprehensive family assessments and implemented evidence-based interventions
- Collaborated with juvenile justice, education, and child welfare systems to coordinate effective interventions
- Maintained detailed clinical documentation and outcome measures while managing crisis intervention responsibilities

Child Welfare Caseworker III - El Paso County DHS (Contracted via Savio)

Colorado Springs, CO

May 2016 - January 2017

- Conducted child welfare investigations and assessments, developing foundational skills in family evaluation
- Managed complex caseload requiring court testimony, documentation, and multi-system coordination
- Provided crisis intervention and case management services while ensuring child safety and family support

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Profile

Deborah

First Name

Walker

Last Name

Email Address

Are you a resident of the City of Colorado Springs?

Yes No

In what City Council District do you reside? *

None Selected

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<https://coloradosprings.gov/city-clerk/page/city-council-districts>

Street Address

Suite or Apt

City

State

Postal Code

Primary Phone

Ting Internet

Employer

Regional Community Engagement and Public Affairs Manager

Job Title

Which Boards would you like to apply for?

Law Enforcement Transparency and Advisory Commission: Appointed

Introduction

Briefly introduce yourself and state your interest in serving on a specific Board, Commission, or Committee

For the past 10 months, I have been involved with a group advocating for improved accountability and transparency in CSPD. I was one of the community members that attended the National Association for Civilian Oversight in Law Enforcement (NACOLE) academic symposium in Austin, TX. Having been committed to learning about national best practices and the various models the other cities are using, I am eager to bring this learning to the newly formed commission. I am committed to continuing to have hard community conversations and ensuring that our police department is providing data and being transparent with policies that affect our community. I was part of the Colorado Springs Illumination Project and currently serve on the Chief's Community Leaders Steering Committee. I believe in making change within our current system and being a part of positive community change. Ultimately, it is in the best interest of everyone in our community to improve law enforcement and to ensure that all community members feel as though they trust the police to respond to their needs. It is my hope that this is where this commission will be able to bring Colorado Springs.

Relevant Experience and Community Involvement

Highlight any volunteer work, previous service on boards or committees, and community involvement that demonstrates your commitment to public service and the community.

Supplemental Materials (if applicable)

Include any additional materials that may strengthen your application, such as a resume or examples of your work in the community.

DEB WALKER



Community Engagement Professional and Civic Leader

Nonprofit, civic, and community leader excelling in relationship building, partnerships, and collaboration. Strategic thinker, striving to create better systems and culture to better serve stakeholders.

ATTRIBUTES

- Committed to serving the public to advance the common good.
- Current relationships with local and state officials and key decision-makers.
- Broad network of professional relationships.
- Ability to work effectively with diverse populations and stakeholders with a high level of integrity, diplomacy, and initiative.
- More than 15 years of nonprofit and public sector experience.
- Strategic thinker.

EXPERIENCE

Regional Community Engagement and Public Affairs Manager- Colorado, 2023-2024, *Ting Internet*

- Serves as the local voice and face of the company.
- Leads local government relations and public affairs efforts.
- Leads digital inclusion efforts and develops positive relationships with key partners.
- Represents Ting in public and private sector meetings.
- Liaise with civic and neighborhood associations, local community groups, and nonprofits.
- Supports and implements Ting's communication strategy.

Director of Strategic Partnerships, 2020-2023

The Independence Center

- Led advocacy team in statewide and local policy and civic initiatives; manages advocacy specialist and lobbyist; liaise with Board Advocacy Committee.

EDUCATION

Master of Public Administration; Graduate Certificate in Nonprofit Management

University of Colorado at Colorado Springs

-Pi Alpha Alpha, Global Honors Society for Public Affairs

BA, History, Psychology (Minor)

University of Colorado at Colorado Springs

SKILLS

- Excellent written and verbal communication
- High emotional intelligence and interpersonal skills
- Detail-oriented
- Adept in leading teams
- Interpersonal conflict resolution and mediation
- Public speaking; media relations
- MS Suite, Donor Perfect

StrengthsFinder

1. Input
2. Connectedness
3. Empathy
4. Developer
5. Context

MBTI

INFJ

- Served on senior leadership team; helps develop and advance organizational strategic plan; cultural change agent.
- Developed key relationships with community leaders in civic, nonprofit, and government agencies.
- Advanced agency partnerships and ensures that staff are educated on community resources.
- Executed outreach strategy for the agency.
- Analyzed existing programs for strategic impact.
- Led the team that is the community-facing point of contact for the agency.
- Oversaw The IC Fund granting and fund development efforts.

Executive Director, 2015 to 2020

Associate Director/Acting Director, 2014

Citizens Project

- Built and maintained relationships with elected and appointed officials, community members, members of the media, and represented the organization to those constituencies.
- Represented the organization publicly and educated the public and external stakeholders on mission and programs.
- Monitored legislation at local and state government to advocate on behalf of the organization's legislative priorities and directed program activities related to those initiatives. Published legislative scorecard.
- Educated and activated stakeholders and citizens to engage with elected officials and government; conducted town hall meetings and forums to engage and inform citizens.
- Worked closely with the Board of Directors to develop strategic objectives for the organization.
- Lead nonpartisan Get Out The Vote turnout efforts; monitored elections.
- Executed and administered programs to carry out the organization's mission.
- Ensured that the organization was properly funded and developed a diversity of funding sources.

INTERNATIONAL VOLUNTEER SERVICE

Organization for Security and Cooperation in Europe (OSCE)/Office for Democratic Institutions and Human Rights (ODIHR) Election Observer

Ukraine, 2019; Armenia, 2021; Bulgaria, 2022; Azerbaijan, 2024

United Methodist Volunteers

Poland, 2001; Kenya, 2007; Haiti, 2011; Nicaragua, 2015 & 2017

Frontera de Cristo;

Coalicion de Derechos Humanos;

No More Deaths/No Mas Muertes

U.S./Mexico border; 2010, 2011, 2013

COMMUNITY ENGAGEMENT

Board of Directors

Colorado Springs Leadership Institute, 2024-present

Law Enforcement Transparency and Accountability Commission (LETAC), Communications Coordinator, Vice Chair

City of Colorado Springs City Council, 2020-present

Board of Directors, Chair, Founding Member

Haiti Village Project, 2018-present

Advisory Committee

Pikes Peak Women, 2018-present

AFFILIATIONS AND RECOGNITION

Colorado Governors Fellowship

CiviCO, Class of 2022

Champion for Democracy Award

Colorado Common Cause, 2017

Colorado Springs Leadership Institute

Class of 2017

Chief's Community Leaders Steering Committee

Colorado Springs Police Department, 2020-2023

UCCS Downtown Ambassador

University of Colorado, Colorado Springs, 2021-2022

Founding Member, Steering Team

Colorado Springs Sanctuary Coalition, 2017-2019

Advisory Board

Center for Religious Diversity and Public Life at University of Colorado, Colorado Springs,

2015- 2020

Colorado Springs Illumination Project, Advisory Committee

Center for Creative Leadership and Colorado Springs Police Department, 2018-2019

Board of Governors, President

Ruth Washburn Cooperative Nursery School, 2012-2015

Board of Directors, Secretary

Catholic Charities of Central Colorado, 2010-2014

OTHER EXPERIENCE

Children's Ministries Coordinator

First United Methodist Church, Colorado Springs, CO; 2008- 2011

Led programs, organized volunteers, executed external communications for the department.

Grant Writer

Military Community Youth Ministries, Colorado Springs, CO; 2006-2008

Researched, wrote, and reported on all agency grants.

Personal Banker, Assistant Banking Center Manager

Chase Bank, Colorado Springs, CO; 1999-2001

Managed banking center operations, processes, and staff.

Civil Affairs Specialist, Bosnia

US Army Reserve, Bosnia and Herzegovina; 1997

Liaised with local government and civilian population, worked with refugee population.

Profile

Dexter

First Name

Jackson

Last Name

[REDACTED]
Email Address**Are you a resident of the City of Colorado Springs?** Yes No**In what City Council District do you reside? *** District 4

Use the following link to determine if you live inside City limits and to find your City Council District:

<https://coloradosprings.gov/city-clerk/page/city-council-districts>

[REDACTED]
Street Address

Suite or Apt

[REDACTED]
CityCO
State[REDACTED]
Postal Code[REDACTED]
Primary Phone

El Paso County DHA

Employer

Human Services Benefits &
Eligibility Specialist

Job Title

Which Boards would you like to apply for?

Law Enforcement Transparency and Advisory Commission: Submitted

Introduction**Briefly introduce yourself and state your interest in serving on a specific Board, Commission, or Committee**

My is Dexter Jackson. I have been a member of the local community since I got to Fort Carson in 2006. I retired from the military in September 2012 and have always followed local events around the city but wasn't sure of how to get involved. I have always had an interest in public service.

Relevant Experience and Community Involvement

Highlight any volunteer work, previous service on boards or committees, and community involvement that demonstrates your commitment to public service and the community.

As a member of Kappa Alpha Psi Fraternity Inc. I have been involved in performing all types of volunteer work around the city. This work has ranged from running voter registration drives to going down to the Salvation Army and serving food the less fortunate. Every year I take part in an event sponsored by my organization that provides turkey baskets to families during the thanksgiving season at the hillside community center.

Supplemental Materials (if applicable)

Include any additional materials that may strengthen your application, such as a resume or examples of your work in the community.

DEXTER L. JACKSON

CUSTOMER RELATIONSHIP MANAGEMENT | STRATEGIC PLANNING & EXECUTION

HIGH-QUALITY CUSTOMER SERVICE • ORGANIZATIONAL LEADERSHIP • CASE MANAGEMENT

~ A goal-oriented professional with a proven track record of success in delivering significant impact on organizational development through metrics analysis, strategic planning, analytical problem-solving, and effectual leadership ~

Accomplished, metric-driven professional with remarkable experience in performing a wide range of operational duties and responsibilities to support the attainment of organizational objectives. Knowledgeable of pertinent federal, state, and local laws, codes, and regulations. Adept at resolving issues, building trusting relationships with diverse groups of people, and communicating verbally, in writing, or via presentations to provide creative ideas and smart recommendations. Highly flexible with the capacity to adapt well to changing priorities, manage complex projects, and support talent management functions, from recruiting and hiring to onboarding, development, and employee relations. A hands-on and responsive leader with the ability to coach, motivate, and influence teams to reach their full potential and drive a productive working environment.

Core Competencies:

Research & Data Collection | Quality Control & Assurance | Public Speaking | Multilevel Collaboration
Quantitative & Qualitative Analyses | Verbal & Written Communication | Analytical & Critical Thinking
Strong Presentation Skills | Documentation & Reporting | Interpersonal Skills | Relationship Building
Time Management & Organizational Skills | Team Leadership & Supervision | Continuous Improvement

Technical Skills:

Microsoft Office (Word, Excel, PowerPoint, Outlook) | HR Information Systems (HRIS) | Social Media Platforms |
Intranet | Customer Relationship Management Software (CRM)

EDUCATION

Master of Public Administration - May 2025 Excelsior University - Albany, NY

Master of Science in Management - Excelsior University - Albany, NY

Bachelor of Science in Liberal Arts - Excelsior University - Albany, NY

Associate of Science in Social Psychology | Park University - Parkville, MO

Graduate Certificate in Leadership - Colorado Christian University - Lakewood, CO

PROFESSIONAL EXPERIENCE

EL PASO COUNTY DEPARTMENT OF HUMAN SERVICES; Colorado Springs, CO 06/2023 - Present
Benefit Eligibility Specialist

- Work in direct contact with clients to determine their initial and ongoing eligibility for a variety of benefit programs that may include but are not limited to Health First Colorado (formerly Medicaid), Colorado Child Care Assistance, Supplemental Nutritional Assistance Program (formerly Food Stamps), Colorado Works, Adult Financial, and Long-Term Care.
- Communicate clearly with clients in conducting interviews to obtain and verify the information and explain the programs; provide assistance in completing all required eligibility paperwork, ensuring compliance with applicable legal requirements.
- Validate program and service eligibility factors by retrieving information from various sources; execute eligibility computations based on client-provided and collateral information to identify the applicability of work registration requirements.
- Review cases to ascertain accuracy and completeness; conduct research, investigation, and computation on possible issuance errors; create reports, establish claims, and implement corrective actions to restore lost benefits.

- Serve as the subject matter expert in facilitating a comprehensive solution to client circumstances by providing information and referrals to community support services, childcare assistance, and other available resources.
- Champion the highest level of satisfaction by working in the call center/service line once a week to address customer complaints and inquiries; provide excellent customer service by responding to appeals/administrative hearings requests, drafting rebuttal letters, and attending hearings.
- Deliver adequate training to newly hired employees on organizational operations, policies, procedures, and best practices; facilitate a 45-day training program to develop new hires' hands-on experience and skill levels.

PIKES PEAK STATE COLLEGE, Colorado Springs, CO.

07/2021 – 08/2022

Academic Advisor

- **Academic Advising / Career and Academic Planning**
- Managing assigned student caseload including long-term planning and appropriate referrals.
- Providing general academic advising via asynchronous distance technologies to new and continuing students, including reviewing degree plans; evaluating and interpreting multiple measures for placement in classes based on student's needs and prerequisite status; assigning/changing faculty advisors; recommending coursework and training students to register using the Navigate registration tool; utilizing student records systems (Banner, TES, BDM, etc.) to gather information and record appropriate contact notations; preparing and interpreting degree audits to determine student's progress toward academic goals.
- Providing direct support to group registration and advising initiatives.
- Collaborating with appropriate faculty and staff to support assigned student populations and programs.
- Mapping comprehensive academic plans for individual students, based upon understanding program requirements, student's life situation, and career/personal goals.
- Ensuring that relevant students understand four-year transfer options, partnerships, and other resources.
- Making appropriate referrals to other college student services areas in support of students' academic and personal needs.
- Documenting student interactions in accordance with department and institution policies in support of accountability and program assessment.
- Ensuring that all relevant advising and given career information is up to date; including but not limited to admissions requirements; new programs and course changes; important dates; college-wide initiatives; transfer requirements and options.
- Developing advising materials for use in-person or via technology to support individual or group student interactions. Training students on Navigate and the MyPPCC portal individually and in groups.
- Providing short-term individual and career-based academic advising to assist students with career, educational, and employment decision-making, coordinating referrals to other college and community resources as appropriate.
- Partner advising with Career Services for designated academic pathways; coordinating and communicating up-to-date program information to be disseminated to all PPCC advisors as appropriate; Participating in designated program outreach activities.

EL PASO COUNTY DEPARTMENT OF HUMAN SERVICES; Colorado Springs, CO

10/2018 – 07/2021

Benefit Eligibility Specialist

- Work in direct contact with clients to determine their initial and ongoing eligibility for a variety of benefit programs that may include but are not limited to Health First Colorado (formerly Medicaid), Colorado Child Care Assistance, Supplemental Nutritional Assistance Program (formerly Food Stamps), Colorado Works, Adult Financial, and Long-Term Care.

- Communicate clearly with clients in conducting interviews to obtain and verify the information and explain the programs; provide assistance in completing all required eligibility paperwork, ensuring compliance with applicable legal requirements.
- Validate program and service eligibility factors by retrieving information from various sources; execute eligibility computations based on client-provided and collateral information to identify the applicability of work registration requirements.
- Review cases to ascertain accuracy and completeness; conduct research, investigation, and computation on possible issuance errors; create reports, establish claims, and implement corrective actions to restore lost benefits.
- Serve as the subject matter expert in facilitating a comprehensive solution to client circumstances by providing information and referrals to community support services, childcare assistance, and other available resources.
- Champion the highest level of satisfaction by working in the call center/service line once a week to address customer complaints and inquiries; provide excellent customer service by responding to appeals/administrative hearings requests, drafting rebuttal letters, and attending hearings.
- Deliver adequate training to newly hired employees on organizational operations, policies, procedures, and best practices; facilitate a 45-day training program to develop new hires' hands-on experience and skill levels.

FALCON SCHOOL DISTRICT 49, SAND CREEK HIGH SCHOOL; Colorado Springs, CO 10/2016 – 10/2018
Test Proctor and Paraprofessional

- Provided support to the school assessment center by creating and maintaining testing schedules, proctoring state-mandated tests, verifying student identities, explaining testing rules/instructions, as well as ensuring tests were completed fairly and on-time.
- Performed accurate data entry of test results, assessment reports, and classroom grades for educational program monitoring.
- Ascertained the security of highly confidential and valuable documents by maintaining inventory logs and testing files in accordance with organizational policies and safety protocols.
- Collated and entered data into spreadsheets, forms, and tools to provide reports, accurate information, and statistics to multiple stakeholders in a timely fashion.
- Capitalized on excellent communication skills to collaborate with teachers and staff in order to cultivate and preserve a safe, secure, and orderly testing environment.
- Rendered student support, counseling, and academic advising; catered one-on-one tutoring to an average of 6 students daily to help them understand the critical concepts of subjects where they had the most difficulty.

RECOVERY SYSTEMS; Colorado Springs, CO
Addiction Counselor I

08/2013 – 08/2015

- Administered initial intakes of all new clients by conducting interviews to gather relevant information; assisted clients with crisis management and coping strategies by recommending techniques for handling addiction, implementing treatment plans, as well as providing counseling, education, and programs, such as level 1 DUI and level 1 substance abuse prevention classes.
- Improved validity of the testing program by assuring specimen was handled correctly with strict adherence to quality assurance standards applied to calibration of alcohol breath testing devices, physical security, the chain of custody procedures, review and maintenance of records and reports, and confirmation rate.
- Completed urinalysis and blood alcohol tests for all male clients following established operating policies and procedures involved in collecting, documenting, recording, packaging, shipping, and reporting test results.
- Taught classes to individuals, groups, and departments that requested prevention training; increased awareness on alcohol and drug abuse by educating them on the effects on family members and peers as well as the social and psychological consequences.

- Proactively liaised with governmental and non-governmental agencies to request for participation as expert presenters in their fields; cultivated and maintained strategic partnerships.
- Assessed patient progress throughout the program; applied motivational interviewing strategies to cultivate a therapeutic relationship with patients with varying substance abuse and emotional problems.

- **MILITARY EXPERIENCE**

US ARMY; Fort Carson, CO

09/2010 – 09/2012

Case Management, Wounded Warrior Transition Battalion (09/2010 – 09/2012)

- Worked on 10-15 cases a day; played a pivotal role as advocate and point of contact for soldiers with minor and severe grievances and complaints; analyzed each situation to understand and satisfy the needs of soldiers and family members by ensuring the provision of necessary information or services.
- Conducted several/routine team location checks to maintain 100% accountability of all service members; ascertained appropriate care were given to service members by acting as a liaison representative and performing quality of life inspections.
- Monitored the team's financial statements to provide intervention and assistance to soldiers undergoing financial crises.
- Researched, analyzed, developed, and implemented procedural, administrative, regulatory, and policy guidance of the Warrior Care and Transition Program; integrated employment, education, and internship (EEI) support elements to enable a successful transition program.
- Coordinated with associated agencies, organizations, and employers to guarantee the most complete, efficient, effective, and productive transition services were afforded.

Casualty Notification/Casualty Assistance Officer (06/2008 – 09/2010)

- Provides support, guidance, and assistance to the next of kin after notification of the casualty.
- Conduct the initial meeting with the next of kin to verify and gather information for the Death Gratuity payment.
- Assist the next of kin with all funeral arrangements, including military burial honors.
- Assisted the next of kin with applying for all benefits and entitlements.
- Handled sensitive situations with tact and diplomacy.

Brigade Combat Team Supply/Logistics Coordinator/Contract Officer Representative (03/2006 – 06/2008)

- Functioned as a logistics supervisor facilitating logistics management operations for 3K deployed soldiers; led the planning, coordination, analysis, and evaluation of logistics policies, plans, methods, procedures, systems, and actions; maintained accountability of equipment through the property book system.
- Prepared and administered contracts and contract renewals for professional and general services. Prepared and reviewed statements of work and modifications to contracts for review and approval.
- Acted as the division's Ordering Officer with delegated authority to utilize the International Merchant Purchase Authorization Card (IMPAC); procured adequate supplies, materials, and non-expendable equipment in support of missions.
- Prepared organizational documents and purchase requests according to the procedures, requirements, and regulations governing IMPAC purchases; asserted an automated supply system for accounting of all unit and installation supplies and equipment.
- Employed superior analytical skills to solve problems encountered using IMPAC, logistical matters, and other issues.
- Served as Brigade GSA Vehicle Coordinator by handling all GSA vehicle-related duties including reconciling monthly vehicle billing, processing requests for vehicle issues/turn-in, coordinating issues of new vehicles to requesting division/branch/office, and updating directorate vehicle log to show gains and losses; evaluated, determined, and recommended turn-in, replacement, and modification based on maintenance records, usage levels, reliability, and budget guidance.

Special Troops Battalion Equal Opportunity Leader (08/2004 – 03/2006)

- Assisted in the implementation of EO programs to prevent discrimination and harassment in the workplace; resolved complaints and disseminated EO policies and guidance to 800+ soldiers within the battalion footprint.
- Executed quarterly EO surveys to gather, organize, and interpret demographic EO data; determined inequitable management practices and implemented corrective actions to maintain the best possible workplace for all employees.
- Scheduled attendance in the 60-hour Division Equal Opportunity Leaders Course to help promote equality, ensuring that everyone associated with the military was treated with respect and dignity.
- Planned, coordinated, and implemented all battalion ethnic observations including scheduling guest speakers.

RELEVANT TRAINING

Diversity, Equity, and Inclusion in the Workplace - University of South Florida - 2021

Battle Staff Operations Course - 2008

First Sergeant Course - 2008

Senior Leadership Course - 2007

Casualty Notification/Assistance Officer - 2007

Unit Movement Officer Course - 2006

Unit Supply Operations Management Course - 2006

Equal Opportunity Representative Course - 2005

Certified Addictions Counselor I (License# ACA 0007060) - 2014

PROFESSIONAL AFFILIATIONS

Disabled American Veterans Association - Membership #05011312877280