

Elise Topliss

Denver, Colorado | [REDACTED]



WORK EXPERIENCE

Deputy Director

City and County of Denver - Division of Child Support Services

February 2022 - Present

- Successfully managed an annual budget of \$11 million, consisting of federal and local funding
- Provided leadership and support to a team of 128 full-time employees; including 4 managers, 12 supervisors, and 9 different discipline areas
- Aligned division priorities with the Department Strategic Plan, Mission, and Vision resulting in a 23% decrease in the application for services backlog
- Implemented initiatives leading to a 30% increase in the establishment of legal child support orders for families, effectively improving familial economic security
- Fostered a culture that embraces Diversity, Equity and Inclusion; 100% of leadership team members participated in restorative justice training
- Utilized social determinants of health to strategically identify 6 communities for satellite offices

Policy and Performance Manager

State of Colorado - Division of Child Support Services

2018 - 2022

- Worked in partnership to develop the divisions legislative and regulatory agenda, ensuring alignment with organizational goals and objectives
- Drafted and implemented key bills, including House Bill 18-1363 and House Bill 19-1215, as well as oversaw changes to Volume 3 and 6 of the Colorado Code of Regulations
- Oversaw the adherence of 64 county programs to federal and state laws, ensuring compliance with program administration requirements
- Collaborated with the Department of Public Health and the Colorado Judiciary to successfully implement contract requirements, fostering effective interagency cooperation
- Collaborated with stakeholders to enhance state-wide order modification timeliness, achieving a significant increase of over 5.4 percentage points and ensuring 90% of all actions were completed in a timely manner
- Strengthened Quality Assurance process to comply with 8 federal requirements, ensuring program integrity and regulatory compliance

PROFESSIONAL SUMMARY

Results-driven professional with a strong background in leadership, policy development, and program performance. Skilled in project management, implementation of legislation and regulation changes, and fostering effective collaboration. Recognized for exceptional data analysis and presentation skills to executive leadership. Proven ability to lead teams, engage with community partners, and drive positive outcomes. Committed to continuous improvement and delivering high-quality results.

EDUCATIONAL BACKGROUND

University of Northern Colorado

Greely, Colorado

Master of Arts - Clinical Mental Health Counseling
2014

Chi Sigma Iota

Metropolitan State University of Denver

Denver, Colorado

Bachelor of Science - High Risk Youth
2014

Tau Upsilon Alpha

VOLUNTEER WORK

High Point Academy Governing Board

Board President

2018 to Present

Colorado Family Support Council

Board President

2017 to Present

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WORK EXPERIENCE

Policy and Performance Lead

State of Colorado - Division of Child Support Services

2017 - 2018

- Successfully led a team of 6 regional representatives and policy and performance professionals, providing guidance, support, and fostering a collaborative work environment.
- Managed projects involving the implementation of legislation and regulation changes, ensuring compliance and efficient adoption of new policies.
- Actively participated in monthly leadership reviews of data, extracting key insights, and presenting information to executive leadership for informed decision-making.
- Served as the Committee Lead for 2 Generational Transformation Training and Case Management Subgroup, facilitating productive discussions, coordinating subgroup activities, and driving outcomes.
- Conducted community outreach and marketing efforts, collaborating with the communications manager to produce educational materials and disseminate information effectively.
- Established and nurtured relationships with community partners, participating in community fairs, and creating resource networks to enhance support for program participants.
- Demonstrated strong internal and team project management skills, developing and monitoring project plans, organizing subgroups, and ensuring successful project completion.

Operational Supervisor - Accounting

City and County of Denver - Division of Child Support Services

2015 - 2017

- Serve as the leader of a team of 10 direct staff members, providing guidance, support, and fostering a positive work environment.
- Successfully restructured the team to streamline account reviews, resulting in the effective review of 3,600 accounts annually.
- Received the prestigious City and County of Denver Team Work Award in recognition of the team's exceptional collaboration and achievements.
- Facilitated cross-collaboration efforts to improve program referrals from Child Welfare and Colorado Works, enhancing overall program efficiency and effectiveness.
- Developed comprehensive continuity of operations plans and implemented a training series for the division, ensuring business continuity in the face of disruptions and equipping staff with the necessary knowledge and skills.

Clinical Mental Health Counselor and Advocate

Dove Counseling & Gateway Battered Women's Services

2009 - 2012

- Facilitate and co-facilitate group therapy. To include, drug and alcohol, domestic violence and reintegration groups. -
- Facilitate individual and group therapy for Department of Corrections Parolees.
- Facilitate relapse prevention psycho-educational treatment groups
- Follow Domestic Violence Offender Management Board (DVOMB) regulations when providing treatment to offenders
- Facilitate Individual therapy for domestic violence male offenders (provide 2nd contact requirement per DVOMB standards)
- Provide resources and establish working relationships with community partners to better serve clients
- Clinical notes (DAP and SOAP) per standards for domestic violence treatment, Department of Corrections requirements and substance abuse treatment requirements
- Court advocacy and victim advocacy