

# Dr. Nicole C. Monroe, DSL, MA, NCC, LPC, LAC ATP



**Servant-Led Cross-Sector Catalyst:** Highly accomplished public servant known for **Transforming Chaos into Collaborative Systems** across the corporate, government, and nonprofit sectors. Proven expertise in **Public Safety, Operations & Crisis Navigation**, specializing in juvenile and criminal justice, gang intervention, and organizational strategy. Leverages clinical insight and cabinet-level experience to build high-impact initiatives and drive sustainable, community-focused outcomes.

## Core Competencies

I. Crisis & Systemic Solutions	II. Cross-Sector Strategy & Leadership	III. Operational Excellence & Integration
Crisis Management	Strategic Foresight & Planning	Operational Efficiency
Violence Reduction	Stakeholder Engagement	Program Evaluation
Mental Health & Addiction	Coalition Development	Innovation & Adaptability
Clinical Supervision	Community Mobilization	Employee Development

## Education & Professional Licensure

**Doctorate**  
**Strategic Leadership**  
Regent University, 05.04.24

**Master of Arts**  
**Counseling Psychology**  
Regis University, 12.15.12, Honors

**Bachelor of Science**  
**Business Administration**  
**Minor, Psychology**  
Regis University, 05.01.09, Honors

### Licensure / Certifications:

- Licensed Professional Counselor [Redacted]
- Licensed Addiction Counselor [Redacted]
- National Certified Counselor (NCC) [Redacted]
- Approved Treatment Provider (ATP)
- Psychological First Aid (PFA)
- Mental Health First Aid USA
- Moral Reconciliation Therapy (MRT)
- Dialectical Behavioral Therapy (DBT), *Trained*
- Adolescent Community Reinforcement Approach (A-CRA), *Trained*
- Community Reinforcement Approach Family Training (CRAFT), *Trained*

## Professional Experience

---

*State of Colorado, Judicial Branch*

### **Chief Probation Officer, Denver Juvenile Probation | 01/2026 – Present**

- **Direct and administer all operations** for the Denver Juvenile Probation Department, serving as the executive leader accountable for strategic decisions, long-term programmatic direction, and overall departmental performance.
- **Provide direct supervision, mentorship, and professional evaluation** to supervisors, probation officers, and administrative staff, fostering an operational environment centered on evidence-based casework techniques and professional growth.
- **Formulate, implement, and enforce departmental policies and procedures** in close alignment with state statutes, Chief Justice Directives, and policies established by the State Court Administrator's Office.
- **Manage fiscal and operational infrastructure**, including developing the annual budget, authorizing expenditures, and overseeing facility safety, technical automation, and human resource allocation.
- **Maintain critical multi-agency relationships** and collaborate directly with the Chief Judge, judicial officers, law enforcement, the bar association, and community-based social service agencies to ensure systemic alignment and effective youth diversion.

*City and County of Denver, Mayor's Office of Social Equity & Innovation*

### **Director, Office of Neighborhood Safety (ONS) | 12/2024 – 01/2026**

- **Served as Director** for the new Office of Neighborhood Safety (ONS), providing executive leadership and managing a **\$5.8M operational budget** for a comprehensive portfolio of integrated public safety and youth development initiatives.
- Functioned as a **Strategic Catalyst** during the high-stakes organizational transition, orchestrating the move from the Department of Safety to the Mayor's Office of Social Equity and Innovation.
- Led the **full cross-sector integration** of nine complex public safety programs—including Municipal Diversion, Community Violence Solutions, Juvenile Services Center, and the DATA MDT—under the new ONS banner.
- **Ensured operational continuity and programmatic success** for critical city functions while aligning the entire office's mission with the Mayor's mandate for social equity and innovation.
- Leveraged **Servant-Led** principles to unify diverse teams and programs, mitigating the chaos of organizational change and establishing the strategic foundation for the ONS.

*City and County of Denver, Department of Safety*

### **Manager, Office of Community Violence Solutions (OCVS) | 10/2020 – 11/2024**

*Dr. Nicole C. Monroe, DSL, MA, NCC, LPC, LAC ATP – Servant-Led Cross-Sector Catalyst*

- **Spearheaded Denver's largest comprehensive strategy to address gang, group, and gun violence** as the Director of OCVS, integrating prevention, intervention, and violence interruption efforts.
- **Acted as a Strategic Catalyst and Integrator** for a large network of public and private agencies, **coordinating 24 distinct projects/strategies** under a mutually agreed-upon strategic framework.
- **Cultivated high-level stakeholder relationships** across corporate, government, and non-profit sectors to foster team cohesion and drive **transformative change** in public safety outcomes.

#### **Program Manager, Denver Public Safety Youth Programs (DPSYP) | 10/2019 – 10/2020**

- **Directed and optimized the Juvenile Services Center (JSC) portfolio**, overseeing high-impact programs like the HYPE Program and Voluntary Diversion, improving educational and vocational outcomes for at-risk youth.
- Managed and monitored the **JSC's operational budget and directed grant administration**, ensuring strict fiscal responsibility and optimal resource allocation in collaboration with the DPSYP Director.
- **Provided direct supervision, coaching, and performance evaluation for 7 FTEs**, focusing on continual improvement and employee development through a **Servant-Led** management style.

#### **Program Coordinator of Intervention Services (GRID) | 08/2016 – 09/2019**

- **Established and drove the strategic vision** for the Gang Reduction Initiative of Denver (GRID) Intervention program, ensuring goal alignment across **multiple partner agencies' missions**.
- **Developed and implemented comprehensive policies and standards for two multi-disciplinary teams (30+ agency partners)**, achieving inter/intra-agency operational excellence and oversight.
- **Spearheaded a collaboration with UC Boulder** to plan and execute a Department of Justice-awarded research grant, implementing a **Randomized Control Trial** to validate the effectiveness of the Multidisciplinary Team model.
- **Functioned as a Strategic Fixer**, developing and implementing solutions for **complex and highly sensitive issues** (e.g., information sharing, confidential communication, legal compliance) that crossed functional and administrative boundaries.

#### **Coordinator of Special Projects (GRID) | 04/2016 – 08/2018**

- **Spearheaded the citywide expansion of the Denver Gang Model** by successfully launching the initiative in Far Northeast Denver, resulting in comprehensive community-based prevention, intervention, and suppression efforts.
- **Mobilized a faith-based leadership team** and assembled a strategic advisory board to successfully manage the **Safe Haven grant** and provide strategic implementation advice.

## Selected Prior Experience

- **TASC Parent Engagement Specialist/TASC Specialist, State of Colorado, Judicial Branch:** Provided specialized, intensive case management for **high-risk, gang-involved, and violent offenders** under the JABG Grant. Acted as a Critical Integrator to advocate for and significantly increase family participation and collaboration across professional teams.
- **Probation Officer, State of Colorado, Judicial Branch:** Managed and coordinated **intensive community supervision** for pre-adjudicated and sentenced youth (ages 12-18) in the Probation Release Program (SB-94), focusing on compliance and re-engagement. **Integrated services** by collaborating with multi-disciplinary professionals to develop comprehensive case plans and submitting critical, detailed progress reports to the Denver Juvenile Court. Additionally, **led the H.Y.P.E. Day Reporting Program**, where I designed and implemented educational, vocational, and pro-social programming for disconnected and gang-involved youth. Developed **intensive transition plans** in collaboration with Probation Officers, DHS, and community partners to successfully guide youth into appropriate educational or employment settings.
- **Administrative Assistant III (Lead), State of Colorado, Department of Revenue:** **Led the establishment and day-to-day operations of the new Medical Marijuana Enforcement Division.** Partnered with the State Controller to determine and **manage the new Division's \$8.3M organizational budget.**
- **Operations Supervisor, US West Wireless/Qwest Communications:** Managed high-volume daily operations for a team of **up to 80 employees** in Wireless Sales Support Operations. **Developed and implemented customary industry ancillary charges** that consistently **generated over \$1.2M annually** in new revenue for the organization.

## Professional Development

---

- City and County of Denver, *Leading Organizations Program 2025*
- City and County of Denver, *Emerging Leaders Program 2018*
- Urban Leadership Foundation of Colorado, *Connect Leadership Program 2017*

## Boards & Appointments

---

- Denver Community Corrections Board, *Public Safety Mayoral appointment*, 05/2022-Present
- Criminal Justice Policy Cabinet for Colorado Senate District 33, State Senator James R. Coleman, *Committee Chair*, 01/2023-05/2024
- Criminal Justice Policy Cabinet for Colorado Senate District 33, President Pro Tempore State Senator James R. Coleman, *Committee Member*, 01/2021-12/2022

## Work History

---

- State of Colorado, 01/2026 – Present
- City and County of Denver, 04/2016 – 01/2026
- Metropolitan State College of Denver, 02/2019 – Present
- Life Recovery Centers, 02/2016 – 09/2023
- State of Colorado, 08/2007 – 04/2016
- US West Wireless/Qwest Communications, 11/1999 – 10/2006