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BAC-2454

Board Name	Commission for People with Disabilities	Status	In Process
Salutation	Mr.	Type	Appointment
First Name	Michael	Preferred Email	mpearl.telecom@gmail.com
Last Name	Pearl	Other Email	
Contact Name	Michael Pearl	Preferred Phone	720-570-5132
Middle Name		Other Phone	
MMAC Trans. Mode Group			

Work and Home Address

Work Address	[REDACTED]	Home Address	[REDACTED]
Work City	[REDACTED]	Home City	[REDACTED]
Work State	[REDACTED]	Home State	[REDACTED]
Work Zip	[REDACTED]	Home Zip	[REDACTED]

Additional Information

Are you a registered voter?	Yes	Gender	Male
If so, what county?	Denver	Other Gender	
Denver City Council District No	11	Ethnicity	African American
Occupation/Employer	Medically Retired	Other Ethnicity	
		Objection to appointment?	No
		Special Information	

Reference Details

Reference Name #1	Rosemary Thomas	Reference Email #1	rosemary.thomas@state.co.us
Reference Phone #1	303-692-6382		
Reference Name #2	Dr. Lennart Abel	Reference Email #2	stimonoce@gmail.com
Reference Phone #2	303-931-3444		
Reference Name #3	Andrew Spieldenner, PhD	Reference Email #3	aspieldenner@gmail.com
Reference Phone #3	323-620-3432		
Owner	Denver Integration	Created By	Denver Integration, 8/28/2017 4:55 PM
		Last Modified By	Barry Burch Jr., 9/6/2017 1:21 PM

MICHAEL L PEARL

• (720) 570-5132 • mpearl.telecom@gmail.com

SUMMARY OF QUALIFICATIONS

- Accomplished people leader with the inherent abilities required to successfully lead client intensive projects delivering customer focused solutions and/or time sensitive resolution to issues.
- Extensive experience serving as the primary liaison between the client and multiple stakeholders; utilizing written narratives to ensure effective communication of need and desired outcomes.
- An active participant on numerous project teams and work groups representing diverse cultures, skill sets, native languages and nations, fostering a collaborative environment of cross sharing of ideas leading to successful program implementations.
- Strong expertise in and/or personal experience with:
 - **Health and Human Services (HHS) Programs** Benefits, eligibility, enrollment, and renewal: Section 8 Housing, Energy Assistance, Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Child Care, Child Support Payment Enforcement, Social Security Insurance (SSI), Social Security Disability Insurance (SSDI), Getting A Little Help, filing medical waiver for utility shutoff prevention, Lifeline, Ryan White Care Act, Colorado Property Tax, Rent and/or Heat Rebate for Seniors or Disabled
 - **Community Based Organization (CBO) programs** for services and financial assistance, Using 2-1-1 and the internet to find services, un or under insured services
 - **Benefits, Eligibility, Enrollment and Open Enrollment:** Private healthcare insurance, Medicare, Veterans Administration, State Children's Health Insurance Program (SCHIP), and Medicaid, Vision Insurance, Dental Insurance and Dental Plans including Benefits, Eligibility and Enrollment
 - **Medical Care Navigation:** Understanding and using insurance benefits, provider selection, health risk assessment, using Explanation of Benefits (EOB) data to apply for HHS programs or income tax preparation, behavioral health intake, understanding and working with case managers and social workers, referral and denial process, fact gathering and narrative writing to improve treatment, challenge a denial, or dispute billing
 - **Personal Finances:** Budget development, maintenance and adherence; credit report review and disputing information within the report; creating an action plan to improve credit score; home buyer education courses and researching home buying assistance programs; down payment assistance programs for the disabled; using Section 8 to purchase a home; appraisal process; benefits of home inspection; foreclosure prevention; house insurance shopping and bundling discounts; home adaptability assistance programs for the disabled; identifying personal/family expenses that are tax deductible; estate settlement including understanding and obtaining a death certificate and letters testamentary;
 - **Career Development:** resume layout choices to highlight value to hiring manager; using advanced search features to narrow results to relevant and desired positions; removing barriers to self imposed bias to job searching; mapping job posting language to actual skills and experience; base resume building using multiple job postings; writing a success narrative for professional experience; overcoming online key word pre-screen edits; writing interview questions; learning to speak as the ideal candidate during an interview
 - **Other skills:** Staff and management skills enhancement, individual and cross team functional training, mentoring, performance management, resource planning, and leadership development

Technical Skills

Project Management, Risk Mitigation, Requirements Writing, Quality Assurance, Deployment, Production Support and Software Development people leadership including offshore resources for web, client server and mainframe based products; .Net, ASP.Net, HTML, Java, Visual Basic, C#, C++, FoxPro, SQL, XML, SQL Server, Oracle, Operating Systems: Unix, Windows, Linux, OS X, iOS, Android

PROFESSIONAL EXPERIENCE

Self Employed – All Volunteer Work • Denver, CO – May 2009 to Present
Case Management

- Applying a repeatable process to referrals or self identified individuals with limited or no income: Initial intake – assessment of need through a full review of resources for housing/shelter, income, expenses, food availability, self and dependents' health risk assessment, ability to obtain and maintain needed resources; Prepare Statement of Need Narrative; Develop and draft Specific, Measurable, Assignable/Attainable, Realistic and Time-related (SMART) goals and action plan with client using Maslow's Hierarchy of Need to prioritize of action steps; Implement, track, update and revise action plan as needed. Overall utilizing a formal, informal or hybrid methodology to match the client need.

Analyst International • Broomfield, CO – July 2005 to March 2006

System Analyst at Level 3 Communications – Soft-switch System Development

- Created and maintained a central repository housed on SharePoint for system documentation descriptive of the overall workflow for Voice over Internet Protocol (VOIP) service order management. Functional baseline definition achieved through review of Java code base and system testing.

Qwest Communications – February 2000 to July 2005

Lead Quality Assurance Analyst, Lead System Requirements Analyst – Wholesale Markets and Business Markets

Various Information Technology (IT) Roles encompassing:

- Product Development
- New Business Analysis and Development
- Change Management and Process Improvement
- Curriculum Development and Training
- System Analysis and Requirements
- Wholesale Phone Service Regulations
- Quality Assurance Management
- Error and Exception Handling Management
- Business Markets Financial Impact Analysis and Revenue Loss Prevention

MCI Telecommunications – February 1990 to February 2000

Project Manager, System Analyst, Business Analyst, Support Analyst, Customer Service Specialist

Various Business and IT roles encompassing:

- Product Development and Marketing
- Call Center Operations
- New Business Analysis and Development
- Change Management and Process Improvement
- Curriculum Development and Training
- System Analysis and Requirements
- People Leadership
- Production Support
- Error and Exception Handling Management
- Financial Impact Analysis and Revenue Loss Prevention
- Marketing, Data Mining and Warehousing

COMMUNITY BOARD MEMBERSHIP

Colorado HIV and AIDS Prevention Grant Program – October 2015 to Present

Colorado HIV Alliance for Prevention, Care, and Treatment – June 2015 to Present

Denver HIV Resources Planning Council – November 2011 to February 2013

EDUCATION

The University of Denver • Denver, CO

Master of Business Administration

Master of Telecommunications

Loyola Marymount University • Los Angeles, CA

Bachelor of Science in Electrical Engineering

BAC-3140

Board Name	Commission for People with Disabilities	Status	In Process
Salutation		Type	Appointment
First Name	Shannon	Preferred Email	shannon.callahan@dhe.state.co.us
Last Name	Callahan	Other Email	
Contact Name	Shannon Callahan	Preferred Phone	4102125692
Middle Name		Other Phone	
MMAC Trans. Mode Group			

Work and Home Address

Work Address	1560 Broadway, Suite 1600	Home Address	[REDACTED]
Work City	Denver	Home City	[REDACTED]
Work State	CO	Home State	[REDACTED]
Work Zip	80202	Home Zip	[REDACTED]

Additional Information

Are you a registered voter?	Yes	Gender	Female
If so, what county?	Denver	Other Gender	
Denver City Council District No	6	Ethnicity	Caucasian
Occupation/Employer	Department of Higher Education, State of Colorado	Other Ethnicity	
		Objection to appointment?	No
		Special Information	

Reference Details

Reference Name #1	Patricia Sieglen-Perry	Reference Email #1	
Reference Phone #1	6193982441		
Reference Name #2	Danell Scarborough	Reference Email #2	danell@danellscarborough.com
Reference Phone #2	6192366573		
Reference Name #3	Bryant Dolbow	Reference Email #3	
Reference Phone #3	6192481957		
Owner	Denver Integration	Created By	Denver Integration, 11/30/2017 5:50 PM
		Last Modified By	Denver Integration, 11/30/2017 5:50 PM

Notes & Attachments

MR. SHANNON CALLAHAN

████████████████████ | ██████████ | T: 443.304.7482 | Email: shannonc619@gmail.com
LinkedIn: <http://www.linkedin.com/pub/shannon-callahan/4b/844/592>

POLITICAL AND PUBLIC POLICY ADMINISTRATION PROFESSIONAL

Public Finance & Policy Knowledge | Emergency Preparedness | Congressional Office Admin. Experience

- Highly motivated, dedicated and meticulous professional, with extensive knowledge and experience in public policy analysis, community relations and emergency preparedness and management in dynamic, fast-paced environments. Proven track record of delivering results for administrative research projects, and political constituent inquiries. Comprehensive understanding of the skills needed to provide administrative office support, incoming field calls, and conduct finance and budgetary analyses. Fast-learner, and efficient problem-solver, who is able to incorporate and implement new initiatives and procedures quickly.
- Skilled in the ability to provide prompt and informative guidance to senior personnel utilizing a broad and deep array of reporting tools. Expert proficiency in various computer programs and systems, and the use of spreadsheets and databases. Excellent communication and dynamic interpersonal skills, with an out-going, professional demeanor. Collaborative team player who consistently strives to contribute to overall performance and the achievement of objectives positively.

CORE STRENGTHS AND COMPETENCIES

- | | | |
|------------------------------|--------------------------|------------------------|
| ▪ Public Administration | ▪ Negotiation | ▪ Constituent Casework |
| ▪ Policy/Political Knowledge | ▪ Public Finance | ▪ Collaborative |
| ▪ Project Management | ▪ Organizational Skills | ▪ Problem Solving |
| ▪ Expert Computer Literacy | ▪ Report Preparation | ▪ Personnel Support |
| ▪ Community Relations | ▪ Emergency Preparedness | ▪ Communication Skills |

PROFESSIONAL EXPERIENCE

Dept. of Higher Ed., State of Colorado, Denver, CO (2017-Present)
Financial Support/Program Coordinator

- Managed various client inquiries. Inputted information into programs' database, requested documents, coordinated with public universities/colleges, etc. Conducted explorations for possible edits or additional to the programs for the future use. Performed general role management duties, supporting accountant team, and more.

Congressman Scott Peters' District Office, San Diego, California (2015-2016)
District Intern

- Conducted wide-ranging topical research to address voter and constituent concerns. Performed general office duties, such as fielding phone calls, responding to inquiries, drafting correspondence, and welcoming visitors.

Office of Emergency Services, County of San Diego, California (2014)
OES Intern

- Researched and assisted on various administrative projects, including ReadySanDiego.org and FirstNet. Collected information on disabled residents' communication technology usage. Supported co-workers' main or side projects, such as collecting information on dispatch centers, and preparing a list of universities/colleges' Academic Deans in San Diego area.

Human Relations Commission, San Diego, California (2014)
Legal Intern

- Researched and assisted in numerous administrative projects, including Asset Mapping program, California Association of Human Relations Organizations, and relevant legislation. Conducted investigations of incoming discrimination complaints, reviewing each complaint, and analyzing for legitimacy and legality. Referred appropriate individual complaints to the specific department or agency, for processing. Performed office management duties, updating files, maintaining Commissioner's orientation binder, and more.

EDUCATION

San Diego State University
San Diego, California
Master of Arts Degree in Public Administration
Graduated in May 2016 (GPA: 3.14)

Relevant Coursework:

Public Policy; Public Finance; Emergency Preparedness & Management; Negotiation & Bargaining;
Personnel Administration

Relevant Projects:

Public Policy - Worked in partnership with National City and SDSU, innovating new ideas on how to manage National City's overall budget. Researched various departments' spending habits, analyzing improved financial allocation techniques. Prepared and submitted new idea report proposal, delivering a presentation to City Manager, Financial Officer, and other department heads on effective budgetary resource allocation.

Public Finance - Conducted comprehensive analysis on city health budget of Boston, researching debts, bonds, short-term cash flow, solvencies and other financial information. Conducted presentation of findings, proposing ways to resolve budgetary challenges.

Gallaudet University
Washington, DC
Bachelor of Arts Degree in Communication Studies
Minor in Psychology
Graduated in Spring, 2012

TECHNICAL SKILLS AND PROFICIENCIES

Proficient in a variety of software programs, and applications, including Microsoft Office Suite.

LEADERSHIP ACTIVITIES

Deaf Community Services, San Diego, California (2016-2017)
Board of Directors

Professional Studies & Fine Arts College Council, San Diego, California (2014-2015)
VP of Academic Affairs

Public Administration Council, San Diego, California (2014)
Graduate Vice President

University Professor's Assistant, Washington, DC (2012)
Peer Leader

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BAC-2502

Board Name	Commission for People with Disabilities	Status	In Process
Salutation		Type	Appointment
First Name	Kate	Preferred Email	kquillin@dmfhc.org
Last Name	Quillin	Other Email	kjquillin@gmail.com
Contact Name	Kate Quillin	Preferred Phone	719-373-7425
Middle Name		Other Phone	720-279-4292
MMAC Trans. Mode Group			

Work and Home Address

Work Address	3280 Downing St Suite B	Home Address	[REDACTED]
Work City	Denver	Home City	[REDACTED]
Work State	CO	Home State	[REDACTED]
Work Zip	80207	Home Zip	[REDACTED]

Additional Information

Are you a registered voter?	Yes	Gender	Female
If so, what county?	Denver	Other Gender	
Denver City Council District No	8	Ethnicity	Caucasian
Occupation/Employer	Enforcement/Denver Metro Fair Housing Center	Other Ethnicity	
		Objection to appointment?	No
		Special Information	

Reference Details

Reference Name #1	Arturo Alvarado	Reference Email #1	aalvarado@dmfhc.org
Reference Phone #1	720-279-4296		
Reference Name #2	Lilly Berger	Reference Email #2	lilly.berger2@denvergov.org
Reference Phone #2	720-891-0441		
Reference Name #3	Renee Robinson	Reference Email #3	rrobinson@dmfhc.org
Reference Phone #3	720-279-4291		
Owner	Denver Integration	Created By	Denver Integration, 8/31/2017 4:35 PM
		Last Modified By	Denver Integration, 8/31/2017 4:35 PM

Notes & Attachments

EXPERIENCE:

Enforcement Program Coordinator

Denver Metro Fair Housing Center www.dmfhc.org

October 1, 2015-Present

- Supervises and trains Enforcement Team Staff; including the screening, hiring, and evaluating of staff
- Implemented Recording Testing Procedures in order to strengthen investigations
- Develops relationships and seeks out legal counsel on Fair Housing Discrimination Law Suits
- Drafts, files, rebuts, and monitors Administrative Complaints with Housing of Urban Development and Colorado Civil Rights Division
- Assists the Executive Director in preparing quarterly reports for the Fair Housing Initiates Program funding with Housing of Urban Development
- Prepares methodology for conducting testing for investigations on potential discrimination in Fair Housing
- Worked within the Enforcement Team to create an analysis of disability discrimination in the Metro Denver Area for the Division of Housing.
- Conducts and supervises the Enforcement Team Staff's investigation of alleged discrimination within the seven federally protected classes: Race, National Origin, Color, Religion, Disability, Sex (Gender), and Familial Status.

Fair Housing Specialist

Denver Metro Fair Housing Center

April, 7 2014-September 30, 2015 (then promoted to Enforcement Program Coordinator)

Approximately 3,148 hours worked

- Conducted intake, investigations, analyzed and filed administrative complaints.
- Recruited, trained and supervised fair housing testers and designed and conducted fair housing investigations.
- Educated the community and housing providers on fair housing by conducting sessions and seminars on fair housing.
- Developed statements and responses to offenders and the general public when housing discrimination appeals to be occurring.

Case Coordinator

Court Appointed Special Advocates (CASA) of Jefferson and Gilpin Counties

<http://www.casajeffcogilpin.com>

February, 21 2012-April, 4 2014

Approximately 4,400 hours worked

- Managed all social media, including the Colorado Gives Day Social Campaign resulting in an increase in Colorado Gives Donations from \$9,000 in 2012 to \$25,000 in 2013.
- Supervised 40 child advocates
- Specialized in cases pertaining to Victims of Crime Act (VOCA) and tracked case data to report out to satisfy the requirements of VOCA grants.
- Facilitated collaboration between child advocates, other agencies and professionals (i.e. attorneys, caseworkers, foster parents, etc.) and the courts.
- Recruited, screened, and assisted in training incoming child advocates.
- Managed the Constant Contact Weekly Updates for over three hundred recipients.

Youth Development Volunteer

United States Peace Corps Philippines www.peacecorps.gov and www.bahaytuluyan.org

August 20, 2009-October 21, 2011

Approximately 5,000 hours worked

- Recruited, oriented, and supervised 700 international and national volunteers from organizations and corporations including, ANZ Bank, IBM, International Rice Research Institute, and, Australian Youth Ambassadors for Development, providing a total of over 8,000 hours of program assistance for the 2,500 participant Children's Rights Festival in Manila, Philippines funded by UNICEF and CIFA.
- Revised the case management system for all youth residents of the Bahay Tuluyan Shelter
- Developed an assessment program and implemented it with local non-governmental organizations that was accredited by Department of Social Welfare and Development.

Alternative Break Coordinator

Colorado State University Student Leadership Involvement and Community Engagement (SLiCE) Office
www.slice.colostate.edu

August 2008-August 2009

- Awarded the 2008-2009 Colorado State University Student Employee of Year Award for outstanding work
- Managed the budget of all participants in accordance to Colorado State University regulations
- Worked in partnership with other university offices and student organizations to form service trips
- Interviewed, selected, and oversaw the thirty four site leaders; all graduate and under graduate Colorado State students
- Co-facilitated and planned the fifteen week site leader school

Key Service Partnership Coordinator

Colorado State University Student Leadership Involvement and Community Engagement (SLiCE) Office

August 2006-August 2008 (then promoted to Alternative Break Coordinator)

- Managed the relationships between eighty Key Service first year students and their service learning sites
- Established service learning partnerships with over forty not for profit organizations and programs within the Poudre School District

BOARDS:

- Colorado State Health and Human Science Alumni Board Member
- Served on Saklolo's Fundraising Board for victims of Typhoon Ondoy (Yolanda)

LANGUAGES:

- Advanced Conversational in Tagalog
- Basic Conversational in Spanish

EDUCATION:

Colorado State University-Global Campus January 2013-January 2014

Human Resource Management Certificate

Colorado State University August 2005-May 2009

Bachelor Degree in Social Work

Colorado State University August 2005-May 2009

Bachelor's Degree in Sociology

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BAC-1654

Board Name	Commission for People with Disabilities	Status	In Process
Salutation	Mr.	Type	Appointment
First Name	Brandon	Preferred Email	brandon@whitcomblawpc.com
Last Name	Selinsky	Other Email	bselinsky@gmail.com
Contact Name	Brandon Selinsky	Preferred Phone	(303)305-8458
Middle Name		Other Phone	3035341958
MMAC Trans. Mode Group			

Work and Home Address

Work Address	1391 Speer Blvd Suite 705	Home Address	[REDACTED]
Work City	Denver	Home City	[REDACTED]
Work State	CO	Home State	[REDACTED]
Work Zip	80204	Home Zip	[REDACTED]

Additional Information

Are you a registered voter?	Yes	Gender	Male
If so, what county?	Denver	Other Gender	
Denver City Council District No	3	Ethnicity	Caucasian
Occupation/Employer	Whitcomb, Selinsky, McAuliffe	Other Ethnicity	
		Objection to appointment?	No
		Special Information	

Reference Details

Reference Name #1	Joseph Whitcomb	Reference Email #1	joe@whitcomblawpc.com
Reference Phone #1	(303)534-1958		
Reference Name #2	Jennifer Jancicka	Reference Email #2	jjancicka@gmail.com
Reference Phone #2	(954)806-8221		
Reference Name #3	Charles Parsons	Reference Email #3	charles.edward.parsons@gmail.com
Reference Phone #3	(720)333-7969		
Owner	Denver Integration	Created By	Denver Integration, 3/31/2017 6:32 AM
		Last Modified By	Barry Burch Jr., 3/31/2017 1:25 PM

BRANDON M. SELINSKY, ESQ.

• Ph: (303) 305-8458 • bselinsky@gmail.com

BAR STATUS

Admitted in Colorado and Michigan

Admitted to the United States District Court for the District of Colorado; 10th Circuit Court of Appeals

PROFESSIONAL EXPERIENCE

Self-employed/Whitcomb Law, P.C.

Attorney

Denver, Colorado

April 2013 - present

I began contracting with Social Security disability representation firms to take their clients to hearings in April, 2013. As of October 1, 2013, I associated with Whitcomb Law to take over its Social Security department. I review files, request evidence, appear in front of administrative law judges on behalf of claimants, and write briefs for hearings, Appeals Council, and the U.S. District Court.

Binder & Binder

Attorney/Senior Client Advocate

Denver, Colorado

September 2008 – April 2013

- Represented clients at over 1,400 administrative hearings for SSA disability benefits.
- Reviewed claims, direct staff, write briefs for hearings and Appeals Council, and advise clients throughout the application process.
- Presented on *res judicata* for B&B CLE conference in New York.
- Senior advocate of the Denver office since opening in February, 2010.

Selinsky Law Offices, PLC

Attorney

Denver, Colorado/Northville, Michigan

August 2004–March 2006

September 2007 – August 2008

- Operated a general practice law firm in order to accommodate expanding client base.
- Provided counsel related to Chapter 11 reorganization of Federal-Mogul, one of the largest automotive suppliers in the world (June 2004–June 2005):
 - Negotiated resolution of executive contracts, unexpired leases, and other claims to preserve value for company.
 - Edited bankruptcy court filings, correspondence, and stipulations documents.
- Also represented clients in the areas of intellectual property, real estate, contracts, and business law, prosecuting trademark applications, drafting and reviewing contracts, and establishing corporate and nonprofit entities.
- Drafted complaints for state court, trademark applications, articles of incorporation, contracts, and purchase agreements.

Law Office of Roger Moore

Attorney

Denver, Colorado

March 2006 – September 2007

- Litigated subrogation claims on behalf of such clients as State Farm, American Family, and USAA in Colorado County and District Courts on claims involving construction defects, contracts, negligence, etc.
- Drafted lawsuits, motions, briefs, and discovery; conducted and defended depositions; legal research; negotiated settlements when possible; appellate work; and represented clients at trial.
- Senior Associate attorney, mentor and advisor to newer associates.

EDUCATION

University of Nebraska-Lincoln College of Law

Juris Doctor

Lincoln, Nebraska

May 2002

- Member: International Moot Court Board, International Law Society, Phi Alpha Delta legal fraternity
- Nebraska Fund for Clerkships in the Public Interest grant, 2000

Albion College

B.A. in Psychology, Philosophy (cum laude)

Albion, Michigan

May 1999

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BAC-2949

Board Name	Commission for People with Disabilities	Status	In Process
Salutation	Mrs.	Type	Appointment
First Name	Carol	Preferred Email	herucarol@gmail.com
Last Name	Reagan	Other Email	carol.reagan@uchealth.org
Contact Name	Carol Reagan	Preferred Phone	720-273-5774
Middle Name		Other Phone	
MMAC Trans. Mode Group			

Work and Home Address

Work Address	12401 E. 17th Avenue	Home Address	[REDACTED]
Work City	Aurora	Home City	[REDACTED]
Work State	CO	Home State	[REDACTED]
Work Zip	80045	Home Zip	[REDACTED]

Additional Information

Are you a registered voter?	Yes	Gender	Female
If so, what county?	Denver	Other Gender	
Denver City Council District No	11	Ethnicity	African American
Occupation/Employer	ADA Accessibility Compliance Specialist/UCHealth	Other Ethnicity	
		Objection to appointment?	No
		Special Information	

Reference Details

Reference Name #1	Charlie Roberts	Reference Email #1	charlie.roberts@uchealth.org
Reference Phone #1	720-530-9770		
Reference Name #2	Sue West	Reference Email #2	susan.west@uchealth.org
Reference Phone #2	720-848-7025		
Reference Name #3	Regina Green	Reference Email #3	regina.green@uchealth.org
Reference Phone #3	720-848-6986		
Owner	Denver Integration	Created By	Denver Integration, 10/27/2017 9:05 PM
		Last Modified By	Denver Integration, 10/27/2017 9:05 PM

Notes & Attachments

Carol Reagan

PROFESSIONAL SUMMARY

✉ herucarol@gmail.com

📞 720-273-5774

📍 Denver, CO

Highly personable professional that enjoys working with and motivating others. Exceptional customer care/service and people skills; with the ability to take ownership and accountability to proactively address opportunities and challenges.

CORE QUALIFICATIONS

- 8+ years of experience in health care program management
- Experience working in hospital and academic medical setting
- 5 years of experience in CX/PX (customer/patient experience); attentive to the voice of the customer
- Creative ability to translate complex concepts and data into clear, concise content
- Ability to provide a wide range of support with a friendly, helpful, and professional attitude

EDUCATION & TRAINING

- **Data Analytics Certificate** – General Assembly, Denver
- **Master of Science, Health Services Administration** – Regis University, Denver
- **Bachelor of Science, Health Care Management** – Metropolitan State University of Denver

EXPERIENCE

University of Colorado Hospital (UCHealth)
Aurora, CO

6/2015 – Present

Accessibility Compliance Specialist

Serve as the hospital authority on all accessibility-related issues. Ensure compliance with relevant federal and state regulations for all metro Denver health facilities; and provide information, expertise, leadership, and guidance to all staff and departments.

- Execute strategic performance analysis, gap assessment, opportunity identification, and change implementation for critical processes and operations across the organization.
- Lead cross-functional teams in the development and execution of policies, procedures, and standards in compliance with disability and language accessibility requirements.
- Capture risks and proactively put plans in place to mitigate exposure to risks.
- Provide on-going training and education to hospital staff.

Colorado Access
Denver, CO

4/2013 – 5/2015

Quality Improvement Specialist

Managed concurrent improvement projects to optimize health plan service delivery to members. Compiled and analyzed data and prepare insight-driven presentations to executive leadership team.

- Analyze call center quality metrics and business service line key performance indicators.
- Analyze quantitative member experience survey data and qualitative member attrition data.

UNIVERSITY OF COLORADO – School of Medicine
Aurora, CO (Anschutz Medical Campus)

1/2010 – 7/2013

Research Program Manager

Managed program planning, budget, and administration of HRSA (Health Resources & Services Administration) federal program grant of >\$1MM focused on improving emergency department service delivery and primary care for targeted patient populations.

- Assisted community partners with program and sustainability planning.

Carol Reagan

THE PARTNERSHIP FOR FAMILIES & CHILDREN

Denver, CO

4/2007 - 1/2010

Program Manager, Equality in Health Initiative

Served on a team of 5 implementing a statewide \$12MM grant to operationalize culturally effective health care services. Successfully managed 10 organization client organizations. Assisted organizations with developing new or expanding existing health care programs through coaching, mentoring, and training.

STRATEGIC PROGRAMS, INC.

Denver, CO

9/2006 – 12/2007

Part-time Evening Team Lead

Supervised a team of customer service representatives in the Strategic Turnover department designed to assess new employee onboarding, for client organizations, with the goal of reducing employee turnover.

COLORADO HEALTH INSTITUTE

Denver, CO

11/2003 – 1/2006

Research Associate | Project Assistant

Conducted literature reviews, assisted policy and research team in developing policy briefs; and provided administrative support to executive leadership team.

MEDICAL EDUCATION RESOURCES, INC.

Littleton, CO

3/2001 – 11/2003

Education Coordinator

Coordinated registrations for >60 continuing medical education seminars annually at locations worldwide, including managing room block reservations for participants and conference logistics. Traveled to conferences to present physician faculty speakers and course overview to large audiences.

VOLUNTEER ACTIVITIES

Member, Colorado Advisory Council for Persons with Disabilities (2016-2018)

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BAC-2542

Board Name	Commission for People with Disabilities	Status	In Process
Salutation	Ms.	Type	Appointment
First Name	Elizabeth	Preferred Email	elizabethsnow9@hotmail.com
Last Name	Snow	Other Email	
Contact Name	Elizabeth Snow	Preferred Phone	303-520-9957
Middle Name		Other Phone	
MMAC Trans. Mode Group			

Work and Home Address

Work Address	1031 33rd St.	Home Address	[REDACTED]
Work City	Denver	Home City	[REDACTED]
Work State	CO	Home State	[REDACTED]
Work Zip	802025	Home Zip	[REDACTED]

Additional Information

Are you a registered voter?	Yes	Gender	Female
If so, what county?	Denver	Other Gender	
Denver City Council District No	7	Ethnicity	Caucasian
Occupation/Employer	IDE	Other Ethnicity	
		Objection to appointment?	No
		Special Information	

Reference Details

Reference Name #1	Stephanie Cox	Reference Email #1	stephaniecox23@gmail.com
Reference Phone #1			
Reference Name #2	Ilana Martin	Reference Email #2	ilana.g.martin@gmail.com
Reference Phone #2			
Reference Name #3	Bridget Mildon	Reference Email #3	bridget@fndhope.org
Reference Phone #3			
Owner	Denver Integration	Created By	Denver Integration, 9/7/2017 6:40 PM
		Last Modified By	Denver Integration, 9/7/2017 6:40 PM

Notes & Attachments

Snow CV 2017.doc

2017-09-07 People with Disabilities Commission

Elizabeth Snow

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Denver, CO

Ms. Snow is a non-profit professional with fifteen years of experience in grant writing, business development, fundraising, and project management. As a volunteer with FND Hope, a non-profit patient advocacy group for patients with functional neurological disorders (FND), Ms. Snow has led the development of the world's first medical registry for patients with FND. She has also identified numerous potential funders and submitted 10 applications for grants, research and awards. In her job as Director of Special Projects for iDE, she oversees improvements in processes and procedures across multiple departments. She is a key member of the team improving the fundraising systems and related policies and procedures. In her former role as Director of Business Development for iDE, Ms. Snow oversaw new business development process – from lead identification, research, writing, editing, to proposal submission --to fund iDE programs globally. She has led and/or supported submissions to numerous funders including USAID, the Bill and Melinda Gates Foundation, the Rockefeller Foundation, the Ford Foundation, Western Union Foundation, and Denver Shared Spaces. She has authored winning applications for awards including The Global Journal Top 100 NGO, securing iDE's place at #30. Prior to joining iDE, Ms. Snow worked in all sides of project management—from research and proposal development, to start-up, management, and close-down, both overseas and from the home office. She holds a B.A. from Duke University and a Certificate of Advanced Study in Geographic Information Systems from the University of Denver.

PROFESSIONAL EXPERIENCE

International Development Enterprises (iDE). Denver, CO (April 2010 – present)

Director of Special Projects (March 2014 – Present)

As part of the Management Systems Department, serves as the architect of harmonization of systems across iDE, offering support for country program operations across business development, operations, administration, finance, and human resources. Specific projects include:

- Identify systematic billing and pricing issues for development of policies and procedures for budgeting on proposals and billing time to projects. Issues included work days in a year, billable hours method, paid time off (PTO) coverage, indirect rates, daily rate setting guidelines, fringe rates, labor distribution (timesheets and billing to projects), and the invoice creation process.
- Led development of documentation of fundraising processes, procedures, and policies on how to document donations, donors, prospects, etc. in our database, the process for issuing donor thank you notes, end of year tax receipts, and a gift acknowledgement and thanking process. Support recruitment and onboarding of Fundraising Manager and Database Manager. Led fundraising budget process, coordinating across groups with Communications and Business Development.

- Secured accreditation with the Better Business Bureau's WiseGiving Alliance, meeting all 20 standards for the first time in iDE's history. Renewed application to the NGO Advisor's Top 500 NGO ranking, securing iDE's rank at #33 in the world in 2016.
- Key team member in identifying and deploying new donation processing and email marketing systems. Coordinated with Fundraising, Marketing, and IT departments in a transition from donation and email marketing platform Blackbaud to integrated Salesforce system, with automatic entry of online donations via Donate.ly, and email marketing integrated with Marketing Cloud. Prepared existing contact information in Salesforce.com database for first comprehensive use in email marketing campaigns.
- Created Country Director Manual to offer operating guidelines for Country Directors, including an overview of iDE, the support offered by HQ to country programs, Roles and Responsibilities of the Country Director, and Program Management Guidelines.
- Lead various Salesforce.com tasks, including planning for upgrade to current version of to Nonprofit Success Pack (NPSP), transition from separate Salesforce.com platforms for headquarters and UK offices to one unified platform, integration of new fundraising contacts with private contact ownership, importing of new accounts, contacts, and opportunities via Apsara for new fundraising staff, cleaning of database with DemandTools, and training of various new staff on use of Salesforce.com.
- Designed program, secured funding, and managed delivery of comprehensive training on Salesforce to all interested tenants and the Posner Center for International Development, a shared space for non-profits and social enterprises focused on international development. Numerous participants were able to move their organization's data to Salesforce.
- Created of organized package of onboarding resources for new employees hosted on intranet site on new Google Sites platform.
- Developed more consistent and effective recruiting & hiring process by coordinating with Social Media Manager to launch a new Jobs & Internship openings email, supporting recruitment and onboarding of Fundraising manager and Fundraising Database Manager, suggesting recruitment process improvement of capturing where applicants heard of job announcement to streamline job posting to most effective sites.

Director of Business Development

(April 2010 – May 2014)

Oversaw the new business development department that funds programs globally. Senior staff in the Marketing, Communications, and Fundraising and Business Development (MCFaB) group. Promoted from Specialist to Manager to Director in a three year period.

- Regularly exceeded annual business development targets. Proposal value won increased from \$12.8 M to \$60 M over 4 years, more than 4 fold increase in secured funds. Increased USAID portfolio from \$14,000 in 2011 to \$2.3 M in 2012, \$10.5 M in 2013, and \$19.2 M in 2014. Increased donor diversity from 33 donors in 2011 to 53 in 2012, 56 in 2013 and 35 in 2014.

Increased partnerships from 41 in 2010 to 107 in 2014. Growth in revenue and secured funding led to an increase department size from 1 to 6.

- Oversaw new business development function, from lead identification to research, writing, and editing and proposal submission. Prospective funders include government agencies, foundations and the private sector. Lead in partnership development and supports partnership management with NGOs, US government agencies, and other partners. Lead author on successful award submission for The Global Journal's (now NGO Advisor) Top 100 NGO, which named iDE as the #30 in its ranking.
- Responsible for annual strategic planning and administrative tasks, including determining metrics for evaluation, monitoring and reporting on selected metrics, developing annual operating budget, managing expenses to budget, and recruiting, training and managing staff and volunteers.
- Key team member for fundraising strategy overhaul in consultation with fundraising consultants that will re-engage existing individual donors and engage targeted individuals in a cultivation strategy to grow their contributions, develop packages for individual and institutional donors to engage in supporting the core functions critical to project management, and develop a strategy for approaching funders with the new packages.
- Coordinated with the CEO on improving engagement with the Board of Directors and with the COO in preparation of materials for the Board meetings. To improve Board engagement, attended trainings on Nonprofit Board Roles and Responsibilities, How to Engage Your Board and Raise More Money, and Board Recruitment: Finding the Right Nonprofit Leadership so iDE has information and tools to enhance relationships with Board members and identify great candidates for upcoming openings. Proposed training - *Fundraising everyone's responsibility*- for the Board members that was carried out by a consultant in the Board meeting in November 2013. Strategizing with staff about development of scope of work for new Board members.
- Collaborated with team members in development of communications strategy and collateral, including newsletters, website, marketing materials, annual report and media relations. Serving as coordinator for staff presenting iDE to national and international audiences.
- Developed partnerships with various groups, including non-profits and for-profit organizations carrying out programming and government connections both federally through agencies such as USAID and within Colorado. Serves as main point of contact for most technical, budget, and proposal development questions.
- Led implementation and refinement of a customer relationship management (CRM) platform in Salesforce.com to track all grant and award opportunities and their related accounts and contacts. Program supports financial forecasting and performance to target reporting, captures project implementation history, records donor relationships, identifies partner organizations and improves recruitment of consultants.

GIS Technician, Norwest Corporation, Denver, CO (August 2008 – April 2010)

Developed, maintained, and updated GIS data sets and related information, including production of mapping products for internal and external use. Collaborated with proposal manager on GIS-related proposal to state agency. Point of contact for go/no-go decisions on GIS-related proposals. Conceptualized and proposed to senior management and piloted customer relationship management (CRM) database to track projects, proposals, clients, subcontractors, employees and potential employees/contractors. Translated and interpreted for several projects in Spanish-speaking countries. Traveled to Spanish-speaking client site for understanding of spatial data collection techniques. Carried out detailed analysis and compilation of client data in Spanish.

Development Alternatives, Inc. (DAI), Bethesda, MD (October 2001-June 2007, October 2007)

Through numerous positions of increasing responsibility, worked in all aspects of project management—from research and proposal development, to start-up, management, and close-down, both overseas and from the home office. Positions included:

- **Field Support Specialist, Sri Lanka Transition Initiatives Project (October 2007)**
Managed close-down of regional office and prepared close-down deliverables for USAID.
- **Operations Manager, Equatorial Guinea Technical Support Project (October 2006-June 2007)**
Oversaw operations, including local personnel management, financial management and accounting, logistics for capacity building training and other events. Also supervised procurement, facilities management, and database oversight while ensuring compliance with both DAI and USAID policies and regulations. Co-led extensive pre-project reconnaissance in country.
- **Market Analyst, Business Development Unit (January 2004-September 2006)**
Prepared competitor analyses to aid in the go/no-go decision for individual proposals and for input into forward-thinking strategy development. Analyzed upcoming and historical spending trends by USAID. Developed and populated database that served as the foundation for understanding competitive landscape. Also created and populated database to house information subcontractors.
- **Grants Manager, Congo Transition Support Program (CTSP), Democratic Republic of the Congo (October–November 2005)**
Provided technical assistance to grantee in proposal development, objectives and indicators identification, monitoring and evaluation planning, and budgeting, before approving grant requests. Trained staff on grant management. Reviewed required DAI and USAID processes for review and approval of grants and subcontracts with the Project Director and Office Administrator. Performed extensive audit of eight years of grant files in preparation for project close out.
- **Associate, Finance, Banking, and Enterprise Group (October 2001-December 2003)**
Variety of responsibilities for both project management and new business development, including analysis of competitive landscape and donor funding trends, identification and tracking of new opportunities, proposal coordination, coordination across groups to improve marketing, knowledge management, and event planning.

EDUCATION

Certificate of Advanced Study in Geographic Information Systems, University of Denver, Denver, CO (Winter 2009)

B.A., Political Science and Comparative Area Studies, Duke University, Durham, NC (December 2000)
Studied abroad in Bolivia, Switzerland, and Spain.

VOLUNTEER WORK

FND Hope

- Led drafting of Strategic Plan and expanded strategic objectives with a more well-defined focus on Accelerating Research
- Secured grant funding to support the world's first medical registry for functional neurological disorders, in collaboration with the Genetic Alliance.
- Led development of the medical registry, including drafting a survey for patients that was granted approval by an Institutional Review Board (IRB). Survey development was coordinated with leading FND researchers in the UK and USA. Leading FND researcher in USA is redeveloping her patient survey with the standardized data instruments used in this registry and will be promoting standardization of data collection across the USA at upcoming FND working group at American Academy of Neurology (AAN) meeting in 2017.
- Set up Salesforce.com customer relationship management (CRM) system to track grant submissions, potential funders, leading researchers, patient support groups, and email newsletter subscribers.
- Wrote and submitted 10 applications for awards and grants, the first in the young organization's history.
- Set up a peer-to-peer crowd-funding fundraising platform integrated with Salesforce for the USA audience. Doubled unrestricted fundraising revenues for FND Hope USA in one month of deployment.

TRAINING

JVA Consulting, Denver, CO

- Development Director Intensive, February 2014
- Nonprofit Board Roles and Responsibilities
- How to Engage Your Board and Raise More Money
- Board Recruitment: Finding the Right Nonprofit Leadership

National Institute of Health (NIH) course [Protecting Human Research Participants](#)

RELATED PROFESSIONAL SKILLS

Salesforce.com, grant writing, fundraising, data management, Microsoft Word, Excel, PowerPoint, Visio