



CITY AND COUNTY OF DENVER
PRIVILEGED AND CONFIDENTIAL WORK PRODUCT

Michael B. Hancock
Mayor

To: Mayor Michael B. Hancock
From: Romaine Pacheco, Director
Date: March 24, 2022

BOARD: Community Corrections Board

POC: Greg Mauro

BACKGROUND:

Members – 21
Terms – 4 Years
Confirmation - Yes

State statute establishes the creation of community corrections boards with authority to approve or disapprove the establishment and operation of community corrections programs within municipalities.

RECOMMENDATION:

Nicole Monroe, Aurora (F)(AA) to serve as a representative of the Department of Public Safety for a term expiring June 30, 2023, and occasioned by the resignation of Sherry Jackson, appointed.

ACTION NEEDED:



Appoint Monroe

Please provide additional candidates to consider.



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BAC-7950

Contact Information

Contact Name	Nicole Monroe	Home Address	14693 E 26th Way
Preferred Phone	7202188927	Home City	Aurora
Preferred Email	nicole.monroe@denvergov.org	Home State	CO
Other Phone		Home Zip	80011
Other Email		County	Adams
DOB		Hispanic or Latino origin or Descent?	Yes
SSN		Race/Ethnicity	African American
Gender	Female	Other Ethnicity	
Other Gender		Salutation	Ms.

Board Information

Board Name	Denver Community Corrections Board	Other boards or commissions served	
Status	New	Resigned	
Term Start Date			
Term End Date			

Work Information

Employer	City & County of Denver	Work Address	303 W. Colfax Ave
Position	Director	Work City	Denver
*Business Phone #	7202188927	Work State	CO
Work Email	nicole.monroe@denvergov.org	Work Zip	80204

Additional Information

Are you a registered voter?	Yes	Objection to appointment?	No
If so, what county?	Adams	Special Information	
Denver City Council District No	N/A		

Education and General Qualifications

Name of High School	Aurora Central HS	Name of Graduate School	Regis University
Location of High School	Aurora	Location of Graduate School	Denver
# of Years Attended High school	4	# of Years Attended Graduate School	3
Did you Graduate	Yes	Did you Graduate	Yes

High School

Graduate Major Counseling Psychology

Name of College Regis University
 Location of College Denver
 # of Years Attended College 4
 Did you Graduate College Yes
 Undergrad Major Business Administration

Reference Details

Reference Name #1 Laura Wachter Reference Email #1 laura.wachter@denvergov.org
 Reference Phone #1 3038421534 Reference Address #1 1331 Cherokee St

Reference Name #2 Sherry Jackson Reference Email #2 sherry.jackson@denvergov.org
 Reference Phone #2 3038804241 Reference Address #2 1331 Cherokee St

Reference Name #3 Deborah Garcia-Sandoval Reference Email #3 deborah.garcia-sandoval@judicial.state.co.us
 Reference Phone #3 7203717543 Reference Address #3 303 W. Colfax Ave

Agree to a background check ☒

Owner Romaine Pacheco

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 Last Modified By Denver Integration, 3/17/2022 2:53 PM

Notes & Attachments**Boards and Commissions - DCCB.pdf**

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 Description
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Nicole C. Monroe, MA, NCC, LPC, LAC ATP

LinkedIn Member

14693 E. 26th Way, Aurora, CO 80011 • 720.218.8927 • Nicole.Monroe@denvergov.org

ORGANIZATIONAL LEADERSHIP - PROGRAM MANAGEMENT- COMMUNITY RELATIONS



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

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

Public Servant, strategic thinker and team builder with multi-sector experience and exceptional leadership in juvenile justice and achieving organizational goals. Seasoned professional experienced in building diverse collaborative initiatives and cultivating high level relationships with leaders in the corporate, government and nonprofit sectors to achieve objectives.

CORE COMPETENCIES

✓ <i>Team Building</i>	✓ <i>Violence Reduction</i>	✓ <i>Program Evaluation</i>
✓ <i>Strategic Planning</i>	✓ <i>Gang Intervention</i>	✓ <i>Employee Development</i>
✓ <i>Marketing</i>	✓ <i>Juvenile Justice</i>	✓ <i>Interpersonal Communication</i>
✓ <i>Grant Research</i>	✓ <i>Clinical Supervision</i>	✓ <i>Cultural Synergy</i>
✓ <i>Budget Planning/Management</i>	✓ <i>Mental Health</i>	✓ <i>Coalition Development</i>
✓ <i>Visioning & Branding</i>	✓ <i>Substance Treatment</i>	✓ <i>Community Mobilization</i>

PROFESSIONAL DEVELOPMENT | CONTINUED EDUCATION

City and County of Denver

2018 Emerging Leaders Program

Urban Leadership Foundation of Colorado

2017 Connect Leadership Program

The Colorado School of Family Therapy

Professional Development & Certified Addiction Counselor Program

LICENSURE / CERTIFICATIONS

Licensed Professional Counselor #LPC.0014497

Licensed Addiction Counselor #ACD.0001562

National Certified Counselor NCC #311487

Approved Treatment Provider (ATP)

Youth Mental Health First Aid USA

Psychological First Aid (PFA)

Diamond Standard Educator

Moral Reconnection Therapy (MRT)

Dialectical Behavioral Therapy (DBT) [Trained]

Adolescent Community Reinforcement Approach (A-CRA) [Trained]

Community Reinforcement Approach Family Training (CRAFT) [Trained]

Global Appraisal of Individual Needs-Initial (GAIN-I) Core Site Interviewer

PROFESSIONAL EXPERIENCE

City and County of Denver, Department of Safety

Manager 10/2020 – Present

- For the Office of Community Violence Solutions (OCVS), provide direct oversight of Denver's largest comprehensive approach to address gang violence.
- Responsible for the coordination of the large network of private and public agencies working collectively under a mutually developed and agreed upon strategic framework that consists of 24 projects and/or strategies in the areas of enforcement, intervention, and prevention.

Program Manager 10/2019 – 10/2020

- For Denver Public Safety Youth Programs (DPSYP), direct programs under the Juvenile Services Center (JSC), including Helping Youth Pursue Excellence (HYPE) Program (youth day reporting program focused on improving educational and vocational outcomes for participants) and the Voluntary Diversion Program (provides assessment and case management services for youth at-risk of being referred to the juvenile justice system) and serve as primary point of contact for all JSC partner agencies.
- Develop and monitor JSC budget in conjunction with DPSYP Director and direct grant administration.
- Direct supervision of 7 full time employees including training/coaching, evaluating performance, assigning work, reviewing work for accuracy and completeness and identifying opportunities for continual improvement to meet performance standards.
- Serve as agency lead for identifying, recruiting, and monitoring/evaluating performance of service providers to ensure services offered to youth/families are appropriate and are delivered professionally and develop and/or modify JSC program(s) work plan, methods, and procedures.

Program Coordinator of Intervention Services 08/2016 – 09/2019

- For the Gang Reduction Initiative of Denver (GRID), was responsible for the overall establishment of Intervention program goals (alignment with multiple partner agencies' missions).
- Developed, evaluated and updated comprehensive inter/intra-agency program policies, procedures and standards for (2) multi-disciplinary teams (juvenile and adult) consisting of 30+ agency partners; requiring daily management and oversight.
- Planned and implemented the Department of Justice research grant awarded to and collaboration with UC Boulder to conduct a randomized control trial to determine if the use of a Multidisciplinary Team to provide coordinated case management to gang members is effective.
- Built and maintained large, complex partnerships/relationships with the community and with agency partners to collaborate efforts to reduce gang violence.
- Managed the development and monitoring of inter-agency coordinated case plans for 100 clients. Assigned duties to GRID Outreach and MDT team members.
- Developed and recommended solutions for complex and highly sensitive issues that cross functional and administrative boundaries – information sharing, data collection, confidential communication – legal and procedural issues
- Managed internal financials/administrative purchases/expenditures, leverage financial (intern/external) financial services/personnel.
- Provided supervision for (6) gang outreach case managers and (5) contingent (interns) coordinated case managers; assign workload, monitor performance, and make corrections.

Coordinator of Special Projects 04/2016 – 08/2018

- For the Gang Reduction Initiative of Denver (GRID), spearheaded the expansion of the Denver Gang Model into Far Northeast Denver (Montbello/Green Valley Ranch) to provide prevention, intervention and suppression efforts throughout the community resulting in the project being a citywide initiative.
- Supervised the development of the community implementation team which established collaborative relationships between agencies and organizations organic to the community.
- Organized a faith-based leadership team comprised of identified champions from the community and assembled an advisory board to aid in the implementation and to provide strategic advice in the management of the Safe Haven grant.

Metropolitan State University of Denver

Adjunct Professor 02/2019 – Present

- Dept. of Human Services & Counseling | High Risk Youth Studies | *Youth, Drugs and Gangs Course* and *Exploring the Impact of Trauma Counseling*

Life Recovery Centers

Clinician 02/2016 – Present

- Facilitate DUI Education & Therapy groups, DBT, MRT, Relapse Prevention, Grief & Loss (trauma-informed)
- Monitor referred client's progress and make further recommendations that are appropriate for ongoing treatment plan

State of Colorado, Judicial Branch

TASC Parent Engagement Specialist 10/2015 – 04/2016

- Provided engagement services for identified support systems of individuals in the REST Grant; Youth exploited and at-risk of Human Trafficking
- Advocated for parents to increase participation, communication, and collaboration between the family, the professional team, and community members
- Coordinated and co-facilitate monthly parent groups/meetings
- Provided home based services to increase the parental support for the juvenile engage in services

TASC Specialist 02/2014 – 04/2016

- Provided case management for the JABG Grant; High-risk, Gang-involved, Violent Offenders and SCORE Grant; Juvenile re-entry program
- Performed Needs Assessments for clients' treatment planning and strategic development
- Coordinated and connected resources for clients through community partnerships
- Ensured and integrated continuum of care for youth and families involved in the justice system
- Provided home based services as well as community outreach and support to clients

Probation Officer 01/2013 – 02/2014

- Lead the Day Reporting Program (H.Y.P.E. – Helping Youth Pursue Education/Employment).
- Developed programming that involved educational, vocational, and pro-social opportunities for disconnected and gang involved youth through Probation Services and Community Partners.
- Collaborated with Probation Officers, Department of Human Services Case Workers, Counselors, Teachers, and families to identify appropriate interventions.

- Developed intensive plans to support transition from the program to an appropriate educational/employment setting.
- Facilitated Cognitive/Behavioral groups and Restorative Justice Projects with disconnected youth.
- Maintained monthly programming budget.

Community Supervision Officer 05/2012 – 02/2014

- Provided high level of community supervision to pre-adjudicated and sentenced youth, between the ages of 12-18, in the Probation Release Program through SB-94 facing a pending offense or revocation.
- Coordinated with other professionals assigned to the case to develop a case plan that offers the best services found appropriate for the youth while promoting re-engagement and compliance.
- Submitted written reports to the Denver Juvenile Court providing an update with the youth's recognized strengths/accomplishments and concerns/opportunities.

State of Colorado, Department of Revenue

Administrative Assistant III (Lead) 07/2010 – 05/2012

- Lead day-to-day operations and while establishing the Medical Marijuana Enforcement Division. Focused on ensuring the integration, execution and evaluation of strategic initiatives and investments were met.
- Provided leadership and supervision in partnership with the Licensing Manager, Agent-In-Charge, and Division Director to staff in main and sub offices, as well as training, direction, and coaching.
- Developed and implemented office procedures for daily operations in relation to and derived from House Bill 10-1284.
- Managed and evaluated different projects within the division that focused on conducting background investigations for potential license holders.
- Worked directly with the state controller to determine and manage the predetermined organizational budget of \$8.3M.

Administrative Assistant II 11/2007 – 07/2010

- Processed licensing applications for the Liquor Enforcement Division and managed liquor files in compliance of statutory requirements.

Driver's License Examiner Intern 08/2007 – 11/2007

- Issued Colorado documents while following State statutes pertaining to issuing ID's, regular and commercial driver's permits / licenses, renewals, and written tests for permits in the Department of Revenue.

US West Wireless/Qwest Communications

Operations Supervisor 04/2003 – 01/2006

- Managed day to day operations for a team high of 80 employees in the Wireless Sales Support Operations organization with a leadership style focused on employee engagement and metrics.
- Composed proposals for operational process changes/development and workload forecasting.
- Established/generated reports that included trend analysis, tracked and measured productivity, schedule adherence, time off reporting and vacation scheduling.
- Developed/managed databases, translated data into graphical information, and produced Ad Hoc Reports.
- Lead cost analysis for fiscal responsibility leading to revenue savings program.

- Responsible for the development and implementation of customary industry ancillary charges which generated over \$1.2M annually.

WORK HISTORY

City and County of Denver | 04/2016 – Present

Life Recovery Centers | 02/2016 – Present

Metropolitan State College of Denver | 02/2019 – Present

State of Colorado | 08/2007 – 04/2016

US West Wireless/Qwest Communications | 11/1999 – 10/2006