

Bonita Felden, Denver, (F)(C) for a term expiring September 30, 2022, appointed.

**ACTION NEEDED:**

Appoint and reappoint candidates.

Please provide additional candidates to consider.



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## BAC-2502

|   |   |                          |                    |
|---|---|--------------------------|--------------------|
| <b>Board Name</b>                         | Commission for People with Disabilities | <b>Status</b>            | Selected           |
| <b>Salutation</b>                         |   | <b>Preferred Email</b>   | kquillin@dmfhc.org |
| <b>First Name</b>                         | Kate                                    | <b>Other Email</b>       | kquillin@gmail.com |
| <b>Middle Name</b>                        |   | <b>Preferred Phone</b>   | 719-373-7425       |
| <b>Last Name</b>                          | Quillin                                 | <b>Other Phone</b>       | 720-279-4292       |
| <b>Contact Name</b>                       | Kate Quillin                            | <b>DOB</b>               |                    |
| <b>MMAC Trans. Mode Group</b>             |   | <b>SSN</b>               |                    |
| <b>Other boards or commissions served</b> |   | <b>Party Affiliation</b> |                    |

### Work and Home Address

|                     |                           |                     |                |
|---------------------|---------------------------|---------------------|----------------|
| <b>Work Address</b> | 3280 Downing St., Suite B | <b>Home Address</b> | 3690 Grape St. |
| <b>Work City</b>    | Denver                    | <b>Home City</b>    | Denver         |
| <b>Work State</b>   | CO                        | <b>Home State</b>   | CO             |
| <b>Work Zip</b>     | 80207                     | <b>Home Zip</b>     | 80207          |
|                     |                           | <b>County</b>       |                |

### Additional Information

|  |        |                                  |           |
|--|--------|----------------------------------|-----------|
| <b>Are you a registered voter?</b>     | Yes    | <b>Gender</b>                    | Female    |
| <b>If so, what county?</b>             | Denver | <b>Other Gender</b>              |           |
| <b>Denver City Council District No</b> | 8      | <b>Race/Ethnicity</b>            | Caucasian |
|  |        | <b>Other Ethnicity</b>           |           |
|  |        | <b>Objection to appointment?</b> | No        |
|  |        | <b>Special Information</b>       |           |

### Employment Information

|                         |  |
|-------------------------|--|
| <b>Employer</b>         | Enforcement/Denver Metro Fair Housing Center |
| <b>Position</b>         |  |
| <b>Business Phone #</b> |  |

### Education and General Qualifications

|                                |  |                                    |  |
|--------------------------------|--|------------------------------------|--|
| <b>Name of High School</b>     |  | <b>Name of Graduate School</b>     |  |
| <b>Location of High School</b> |  | <b>Location of Graduate School</b> |  |
| <b># of Years Attended</b>     |  | <b># of Years Attended</b>         |  |

## EXPERIENCE:

### **Enforcement Program Coordinator**

*Denver Metro Fair Housing Center [www.dmfhc.org](http://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](http://www.peacecorps.gov) and [www.bahaytuluyan.org](http://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](http://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

|   |   |                          |                           |
|---|---|--------------------------|---------------------------|
| <b>Board Name</b>                         | Commission for People with Disabilities | <b>Status</b>            | Selected                  |
| <b>Salutation</b>                         | Mr.                                     | <b>Preferred Email</b>   | brandon@whitcomblawpc.com |
| <b>First Name</b>                         | Brandon                                 | <b>Other Email</b>       | bselinsky@gmail.com       |
| <b>Middle Name</b>                        |   | <b>Preferred Phone</b>   | (303)305-8458             |
| <b>Last Name</b>                          | Selinsky                                | <b>Other Phone</b>       | 3035341958                |
| <b>Contact Name</b>                       | Brandon Selinsky                        | <b>DOB</b>               |                           |
| <b>MMAC Trans. Mode Group</b>             |   | <b>SSN</b>               |                           |
| <b>Other boards or commissions served</b> |   | <b>Party Affiliation</b> |                           |

### Work and Home Address

|                     |                           |                     |                      |
|---------------------|---------------------------|---------------------|----------------------|
| <b>Work Address</b> | 1391 Speer Blvd Suite 705 | <b>Home Address</b> | 1020 Kalamath Street |
| <b>Work City</b>    | Denver                    | <b>Home City</b>    | Denver               |
| <b>Work State</b>   | CO                        | <b>Home State</b>   | CO                   |
| <b>Work Zip</b>     | 80204                     | <b>Home Zip</b>     | 80204                |
|                     |                           | <b>County</b>       |                      |

### Additional Information

|  |        |                                  |           |
|--|--------|----------------------------------|-----------|
| <b>Are you a registered voter?</b>     | Yes    | <b>Gender</b>                    | Male      |
| <b>If so, what county?</b>             | Denver | <b>Other Gender</b>              |           |
| <b>Denver City Council District No</b> | 3      | <b>Race/Ethnicity</b>            | Caucasian |
|  |        | <b>Other Ethnicity</b>           |           |
|  |        | <b>Objection to appointment?</b> | No        |
|  |        | <b>Special Information</b>       |           |

### Employment Information

|                         |                               |
|-------------------------|-------------------------------|
| <b>Employer</b>         | Whitcomb, Selinsky, McAuliffe |
| <b>Position</b>         |                               |
| <b>Business Phone #</b> |                               |

### Education and General Qualifications

|  |  |  |  |
|--|--|--|--|
| <b>Name of High School</b>             |  | <b>Name of Graduate School</b>             |  |
| <b>Location of High School</b>         |  | <b>Location of Graduate School</b>         |  |
| <b># of Years Attended High school</b> |  | <b># of Years Attended Graduate School</b> |  |

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## BRANDON M. SELINSKY, ESQ.

1020 Kalamath Street • Denver, Colorado 80204 • Ph: (303) 305-8458 • bselinsky@gmail.com

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### BAR STATUS

Admitted in Colorado and Michigan

Admitted to the United States District Court for the District of Colorado; 10<sup>th</sup> 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

- Recipient: Departmental Honors, Webster Academic Scholarship



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## BAC-3140

|   |   |                          |                       |
|---|---|--------------------------|-----------------------|
| <b>Board Name</b>                         | Commission for People with Disabilities | <b>Status</b>            | Selected              |
| <b>Salutation</b>                         |   | <b>Preferred Email</b>   | shannonc619@gmail.com |
| <b>First Name</b>                         | Shannon                                 | <b>Other Email</b>       |                       |
| <b>Middle Name</b>                        |   | <b>Preferred Phone</b>   | 4102125692            |
| <b>Last Name</b>                          | Callahan                                | <b>Other Phone</b>       |                       |
| <b>Contact Name</b>                       | Shannon Callahan                        | <b>DOB</b>               |                       |
| <b>MMAC Trans. Mode Group</b>             |   | <b>SSN</b>               |                       |
| <b>Other boards or commissions served</b> |   | <b>Party Affiliation</b> |                       |

### Work and Home Address

|                     |                           |                     |                              |
|---------------------|---------------------------|---------------------|------------------------------|
| <b>Work Address</b> | 1560 Broadway, Suite 1600 | <b>Home Address</b> | 12305 Bellaire Street, #6511 |
| <b>Work City</b>    | Denver                    | <b>Home City</b>    | Denver                       |
| <b>Work State</b>   | CO                        | <b>Home State</b>   | CO                           |
| <b>Work Zip</b>     | 80202                     | <b>Home Zip</b>     | 80246                        |
|                     |                           | <b>County</b>       |                              |

### Additional Information

|  |        |                                  |           |
|--|--------|----------------------------------|-----------|
| <b>Are you a registered voter?</b>     | Yes    | <b>Gender</b>                    | Male      |
| <b>If so, what county?</b>             | Denver | <b>Other Gender</b>              |           |
| <b>Denver City Council District No</b> | 6      | <b>Race/Ethnicity</b>            | Caucasian |
|  |        | <b>Other Ethnicity</b>           |           |
|  |        | <b>Objection to appointment?</b> | No        |
|  |        | <b>Special Information</b>       |           |

### Employment Information

|                         |   |
|-------------------------|---|
| <b>Employer</b>         | Department of Higher Education, State of Colorado |
| <b>Position</b>         |   |
| <b>Business Phone #</b> |   |

### Education and General Qualifications

|                                |  |                                    |  |
|--------------------------------|--|------------------------------------|--|
| <b>Name of High School</b>     |  | <b>Name of Graduate School</b>     |  |
| <b>Location of High School</b> |  | <b>Location of Graduate School</b> |  |
| <b># of Years Attended</b>     |  | <b># of Years Attended</b>         |  |



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# MR. SHANNON CALLAHAN

1230 S. Bellaire Street, #6-511 | Denver, CO 80246 | T: 443.304.7482 | Email: shannonc619@gmail.com  
LinkedIn: <http://www.linkedin.com/pub/shannon-callahan/4b/844/592>

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## 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.
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## CORE STRENGTHS AND COMPETENCIES

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- |                              |                          |                        |
|------------------------------|--------------------------|------------------------|
| ▪ 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

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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.

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## EDUCATION

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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**

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## TECHNICAL SKILLS AND PROFICIENCIES

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

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## LEADERSHIP ACTIVITIES

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|   |             |
|---|-------------|
| <b>Deaf Community Services, San Diego, California</b><br><i>Board of Directors</i>                                  | (2016-2017) |
| <b>Professional Studies &amp; Fine Arts College Council, San Diego, California</b><br><i>VP of Academic Affairs</i> | (2014-2015) |
| <b>Public Administration Council, San Diego, California</b><br><i>Graduate Vice President</i>                       | (2014)      |
| <b>University Professor's Assistant, Washington, DC</b><br><i>Peer Lender</i>                                       | (2012)      |



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## BAC-2454

|   |   |                          |                          |
|---|---|--------------------------|--------------------------|
| <b>Board Name</b>                         | Commission for People with Disabilities | <b>Status</b>            | Selected                 |
| <b>Salutation</b>                         | Mr.                                     | <b>Preferred Email</b>   | mpearl.telecom@gmail.com |
| <b>First Name</b>                         | Michael                                 | <b>Other Email</b>       |                          |
| <b>Middle Name</b>                        |   | <b>Preferred Phone</b>   | 720-570-5132             |
| <b>Last Name</b>                          | Pearl                                   | <b>Other Phone</b>       |                          |
| <b>Contact Name</b>                       | Michael Pearl                           | <b>DOB</b>               |                          |
| <b>MMAC Trans. Mode Group</b>             |   | <b>SSN</b>               |                          |
| <b>Other boards or commissions served</b> |   | <b>Party Affiliation</b> |                          |

### Work and Home Address

|                     |                       |                     |                       |
|---------------------|-----------------------|---------------------|-----------------------|
| <b>Work Address</b> | 18936 East 51st Place | <b>Home Address</b> | 18936 East 51st Place |
| <b>Work City</b>    | Denver                | <b>Home City</b>    | Denver                |
| <b>Work State</b>   | CO                    | <b>Home State</b>   | CO                    |
| <b>Work Zip</b>     | 80249                 | <b>Home Zip</b>     | 80249                 |
|                     |                       | <b>County</b>       |                       |

### Additional Information

|  |        |                                  |                  |
|--|--------|----------------------------------|------------------|
| <b>Are you a registered voter?</b>     | Yes    | <b>Gender</b>                    | Male             |
| <b>If so, what county?</b>             | Denver | <b>Other Gender</b>              |                  |
| <b>Denver City Council District No</b> | 11     | <b>Race/Ethnicity</b>            | African American |
|  |        | <b>Other Ethnicity</b>           |                  |
|  |        | <b>Objection to appointment?</b> | No               |
|  |        | <b>Special Information</b>       |                  |

### Employment Information

|                         |                   |
|-------------------------|-------------------|
| <b>Employer</b>         | Medically Retired |
| <b>Position</b>         |                   |
| <b>Business Phone #</b> |                   |

### Education and General Qualifications

|  |  |  |  |
|--|--|--|--|
| <b>Name of High School</b>             |  | <b>Name of Graduate School</b>             |  |
| <b>Location of High School</b>         |  | <b>Location of Graduate School</b>         |  |
| <b># of Years Attended High school</b> |  | <b># of Years Attended Graduate School</b> |  |

# MICHAEL L PEARL

18936 E 51<sup>st</sup> Pl • Denver, CO 80249 • (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 (CHIP), 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.

- Actively finding and recruiting extensive medical need, senior citizen, disabled, military veteran, and/or lower income individuals for participation in case management including in and out of state referrals. Completing research and developing a knowledge base of services based upon client location.
- Participation on HIV community boards with active participation in work groups that address policy setting, standards of care, outreach, removing barriers to care, treatment as prevention, capacity planning, harm reduction, goal setting, funding allocation as well as reviewing and scoring responses to Request For Proposals/Applications.

Policy Studies, Inc. • Denver, CO – November 2007 to April 2009

Manager of Customer Support, IT Operations Teams:

Help Desk Call Center, Application and Production Support, and Production Support using AutoSys

- People leader that managed Tier 1 Help Desk Call Center team supporting over 1,600 employees in 40 unique business operations sites; focusing upon modification of processes that delivered increased first call resolution; and implemented always open for business tools and processes that enabled the call center to be open during business office closure.
- Working collaboratively with the Tier 2 and 3 Application and Production Support team revised the functional processes to deliver root caused based solutions; increased communications and work sharing with other IT Operations team; process improvement identification and solutions implementation; and mandatory cross training that removed single points of failure and delays to resolution of customer support and revenue impacting issues.
- As a people leader with 21 direct reports, including a Manager of Production Support team, fostered cultural changes that lead to team members increased self knowledge that in turn was willingly shared with other team members; through collaboration efforts initiated process improvement and/or eliminate process failure that negatively impacted operational readiness uptime and expense.
- Senior people leader for coordination of all required activities to resolve high priority/severity issues; direct oversight of staff from enterprise software development, system requirements, quality assurance, database management, production support, server administration, network, telecommunications, enterprise security, desktop support, release management and change control board.

Policy Studies, Inc. • Denver, CO – December 2006 to November 2007

Senior Project Manager and Outsource Software Develop Manager, Information Technology

- Project managed the delivery of complex system products that support the Tennessee State Children's Health Insurance Program (SCHIP). Provided state of Tennessee IT employees with guidance on best practices for interfacing the multiple state agencies with PSI systems to minimize the time interval to review and approve applicants for health insurance coverage.
- People leader with responsibility for the management of the outsource software vendor Cypress, Inc. for both delivery of new functionality and ongoing application maintenance for the TN SCHIP product.
- Oversaw the delivery of a web based case management product utilized by Nebraska based PSI employees to transition Temporary Aid to Need Families (TANF) participants back to the work force.
- Project managed the small and medium sized enhancements to the following applications: Maryland Medicaid enrollment broker; Maryland Citizenship and Identification; Missouri Child Health and Maternity Program (CHAMP); and Georgia SCHIP PeachCare website.
- Shared responsibility with the Quality Assurance Team for creating test plan, writing test cases and test case execution. Coordinated PSI's EDI testing with state IT departments and the insurance carriers UnitedHealthcare, AMERIGROUP Community Care, Medstar Family Choice, Inc., Jai Medical Systems, Maryland Physicians Care, Priority Partners and Blue Cross/Blue Shield of Tennessee.
- People leader providing mentoring, coaching and development, and training to existing and new team members.

NetStar Corporation • Denver, CO – March 2006 to November 2006

Project Manager and Development Team Lead at Policy Studies, Inc., Information Technology

- Project managed the delivery of a complex product for the enrollment brokerage of participants in the state of Maryland Health Choice and Maryland Primary Adult Care Medicaid programs.
- People leader serving as Development Team Lead for both delivery of new functionality and ongoing application maintenance for the Florida Healthy Kids SCHIP product.
- Shared responsibility with the Quality Assurance Team for creating test plan, writing test cases and test case execution. Coordinated PSI's EDI testing with state IT departments and the insurance carriers Blue Cross/Blue Shield - Florida Healthcare Plans, UnitedHealthcare, AMERIGROUP Community Care, Medstar Family Choice, Inc., Jai Medical Systems, Maryland Physicians Care, and Priority Partners.

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



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## BAC-2949

|   |   |                          |                           |
|---|---|--------------------------|---------------------------|
| <b>Board Name</b>                         | Commission for People with Disabilities | <b>Status</b>            | Selected                  |
| <b>Salutation</b>                         | Mrs.                                    | <b>Preferred Email</b>   | herucarol@gmail.com       |
| <b>First Name</b>                         | Carol                                   | <b>Other Email</b>       | carol.reagan@uchealth.org |
| <b>Middle Name</b>                        |   | <b>Preferred Phone</b>   | 720-273-5774              |
| <b>Last Name</b>                          | Reagan                                  | <b>Other Phone</b>       |                           |
| <b>Contact Name</b>                       | Carol Reagan                            | <b>DOB</b>               |                           |
| <b>MMAC Trans. Mode Group</b>             |   | <b>SSN</b>               |                           |
| <b>Other boards or commissions served</b> |   | <b>Party Affiliation</b> |                           |

### Work and Home Address

|                     |                    |                     |                    |
|---------------------|--------------------|---------------------|--------------------|
| <b>Work Address</b> | 12401 E. 17th Ave. | <b>Home Address</b> | 4872 Odessa Street |
| <b>Work City</b>    | Aurora             | <b>Home City</b>    | Denver             |
| <b>Work State</b>   | CO                 | <b>Home State</b>   | CO                 |
| <b>Work Zip</b>     | 80045              | <b>Home Zip</b>     | 80249              |
|                     |                    | <b>County</b>       |                    |

### Additional Information

|  |        |                                  |                  |
|--|--------|----------------------------------|------------------|
| <b>Are you a registered voter?</b>     | Yes    | <b>Gender</b>                    | Female           |
| <b>If so, what county?</b>             | Denver | <b>Other Gender</b>              |                  |
| <b>Denver City Council District No</b> | 11     | <b>Race/Ethnicity</b>            | African American |
|  |        | <b>Other Ethnicity</b>           |                  |
|  |        | <b>Objection to appointment?</b> | No               |
|  |        | <b>Special Information</b>       |                  |

### Employment Information

|                         |  |
|-------------------------|--|
| <b>Employer</b>         | ADA Accessibility Compliance Specialist/UCHealth |
| <b>Position</b>         |  |
| <b>Business Phone #</b> |  |

### Education and General Qualifications

|                                |  |                                    |  |
|--------------------------------|--|------------------------------------|--|
| <b>Name of High School</b>     |  | <b>Name of Graduate School</b>     |  |
| <b>Location of High School</b> |  | <b>Location of Graduate School</b> |  |
| <b># of Years Attended</b>     |  | <b># of Years Attended</b>         |  |

# Carol Reagan

## PROFESSIONAL SUMMARY

✉ [herucarol@gmail.com](mailto: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

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## 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.

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## VOLUNTEER ACTIVITIES

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



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## BAC-1460

|   |   |                          |                         |
|---|---|--------------------------|-------------------------|
| <b>Board Name</b>                         | Commission for People with Disabilities | <b>Status</b>            | Selected                |
| <b>Salutation</b>                         |   | <b>Preferred Email</b>   | julielbernard@gmail.com |
| <b>First Name</b>                         | Julie                                   | <b>Other Email</b>       | julie@berardiaplaw.com  |
| <b>Middle Name</b>                        |   | <b>Preferred Phone</b>   | 3039264103              |
| <b>Last Name</b>                          | Bernard                                 | <b>Other Phone</b>       | 3034786624              |
| <b>Contact Name</b>                       | Julie Bernard                           | <b>DOB</b>               |                         |
| <b>MMAC Trans. Mode Group</b>             |   | <b>SSN</b>               |                         |
| <b>Other boards or commissions served</b> |   | <b>Party Affiliation</b> |                         |

### Work and Home Address

|                     |                        |                     |                  |
|---------------------|------------------------|---------------------|------------------|
| <b>Work Address</b> | 1860 Blake Street, 100 | <b>Home Address</b> | 11076 Maple Road |
| <b>Work City</b>    | Denver                 | <b>Home City</b>    | Lafayette        |
| <b>Work State</b>   | CO                     | <b>Home State</b>   | CO               |
| <b>Work Zip</b>     | 80202                  | <b>Home Zip</b>     | 80026            |
|                     |                        | <b>County</b>       |                  |

### Additional Information

|  |         |                                  |                  |
|--|---------|----------------------------------|------------------|
| <b>Are you a registered voter?</b>     | Yes     | <b>Gender</b>                    | Female           |
| <b>If so, what county?</b>             | Boulder | <b>Other Gender</b>              |                  |
| <b>Denver City Council District No</b> | N/A     | <b>Race/Ethnicity</b>            | Other            |
|  |         | <b>Other Ethnicity</b>           | Did not specify. |
|  |         | <b>Objection to appointment?</b> | No               |
|  |         | <b>Special Information</b>       |                  |

### Employment Information

|                         |   |
|-------------------------|---|
| <b>Employer</b>         | Patent and Intellectual Property Attorney |
| <b>Position</b>         |   |
| <b>Business Phone #</b> |   |

### Education and General Qualifications

|  |  |  |  |
|--|--|--|--|
| <b>Name of High School</b>             |  | <b>Name of Graduate School</b>             |  |
| <b>Location of High School</b>         |  | <b>Location of Graduate School</b>         |  |
| <b># of Years Attended High school</b> |  | <b># of Years Attended Graduate School</b> |  |



## Julie is a registered patent attorney who brings almost twenty-five years of intellectual property experience to the firm.

Julie focuses her practice on US and international patent prosecution, US and international trademark prosecution, IP portfolio strategy and management, transactions and licenses, and technology transfer. Julie provides balanced general, transactional, and intellectual property legal advice based on her significant experience and proven track record in patent and trademark matters, and structuring and negotiation of licenses and collaborative agreements.



Prior to private practice, Julie held the positions of Chief Patent Counsel with Roche Pharmaceuticals and Chief IP Counsel with BaroFold, Inc. Julie was also formerly Special Counsel with the law firm of Faegre & Benson. Before her legal career, Julie spent time at Norden Laboratories and National Jewish Center for Immunology and Respiratory Medicine.

### Education

University of Denver, College of Law, JD  
Michigan State University, BS, Animal Science

### Bar Admissions

State of Colorado  
United States Patent and Trademark Office  
Canadian Intellectual Property Office  
Court of Appeals for the Federal Circuit



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## BAC-5319

|   |   |                        |                                 |
|---|---|------------------------|---------------------------------|
| <b>Board Name</b>                         | Commission for People with Disabilities | <b>Status</b>          | New                             |
| <b>Salutation</b>                         | Mrs.                                    | <b>Type</b>            | N/A                             |
| <b>First Name</b>                         | Joanne                                  | <b>Preferred Email</b> | jobee64@yahoo.com               |
| <b>Last Name</b>                          | Stranahan                               | <b>Other Email</b>     | joanne_gaines@cable.comcast.com |
| <b>Contact Name</b>                       | Joanne Stranahan                        | <b>Preferred Phone</b> | 720-209-5596                    |
| <b>Middle Name</b>                        |   | <b>Other Phone</b>     |                                 |
| <b>MMAC Trans. Mode Group</b>             |   |                        |                                 |
| <b>Other boards or commissions served</b> |   |                        |                                 |

### Work and Home Address

|                     |                  |                     |                 |
|---------------------|------------------|---------------------|-----------------|
| <b>Work Address</b> | 9601 E. Panorama | <b>Home Address</b> | 11043 Pitkin St |
| <b>Work City</b>    | Englewood        | <b>Home City</b>    | Commerce City   |
| <b>Work State</b>   | CO               | <b>Home State</b>   | CO              |
| <b>Work Zip</b>     | 80112            | <b>Home Zip</b>     | 80022           |

### Additional Information

|  |               |                                  |                  |
|--|---------------|----------------------------------|------------------|
| <b>Are you a registered voter?</b>     | Yes           | <b>Gender</b>                    | Female           |
| <b>If so, what county?</b>             | Adams         | <b>Other Gender</b>              |                  |
| <b>Denver City Council District No</b> | Unknown       | <b>Race/Ethnicity</b>            | African American |
| <b>Occupation/Employer</b>             | Comcast Cable | <b>Other Ethnicity</b>           |                  |
|  |               | <b>Objection to appointment?</b> | No               |
|  |               | <b>Special Information</b>       |                  |

### Reference Details

|                           |                    |                           |                                       |
|---------------------------|--------------------|---------------------------|---------------------------------------|
| <b>Reference Name #1</b>  | Inger Allen        | <b>Reference Email #1</b> | inger.allen@yahoo.com                 |
| <b>Reference Phone #1</b> | 7202785714         |                           |                                       |
| <b>Reference Name #2</b>  | Mikara Goettl      | <b>Reference Email #2</b> | mikara_goettl@cable.comcast.com       |
| <b>Reference Phone #2</b> | 7204270042         |                           |                                       |
| <b>Reference Name #3</b>  | Julie Bernard      | <b>Reference Email #3</b> | julie@bernardiplaw.com                |
| <b>Reference Phone #3</b> | 3034786624         |                           |                                       |
| <b>Owner</b>              | Denver Integration | <b>Created By</b>         | Denver Integration, 7/22/2019 3:02 PM |
|                           |                    | <b>Last Modified By</b>   | Romaine Pacheco, 7/30/2019 11:02 AM   |

Joanne T. Stranahan

[Jobec64@yahoo.com](mailto:Jobec64@yahoo.com)

720-209-5596

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I am a tenured leader with eight years' experience in the cable industry. The needs of the business are a top priority as well as the development of my direct reports. A transformational leader who promotes a team environment where I encourage a partnership with my peers, direct reports and other leaders in the industry to ensure we are meeting the goals that will align us in being successful in our business practices.

---

**Comcast Cable Corporation**

4/17- Present

NCO

Administrative Supervisor/Employee Operations Supervisor

- Develop and implement policies, procedures and performance standards
- Execution of administrative tasks and duties associated with call center operations
- Support a team of seven supervisors
- Reporting and analysis of time entry and other operational metrics
- FMLA/LOA/ADA and WFM reporting
- Coordination, support and execution of frontline career progression programs, LOA and RTW and corrective actions
- ADKAR Change Practitioner

**Comcast Cable Corporation**

3/11- 4/17

National Center of Excellence

Supervisor

- Seasoned supervisor responsible for an advanced services call center team
- Manage team of 10-40 agents
- Monitor call center productivity
- Drive compliance to S4/QA standards
- Support training needs
- Created curriculum for advanced agents
- Ensure all systems are functional for agent productivity
- Customer escalations
- Collaborate with various groups within footprint to initiate process changes
- Create logins for new hire class
- Promote career growth
- Team building
- MOSAIC

**Comcast Cable Corporation**  
Customer Account Executive

05/09-3/11

- Provide customer service via telephone and chat support
- Troubleshoot HSD, CDV and HSI
- Subject matter expert on new products
- Trained new team members on new product rollout
- Interpret billing information for customers utilizing CSG/Comtrac
- Tested and refined LOQ's for process improvement

---

**Accomplishments**

Circle of Success Team Award Winner- MOSAIC  
Diversity and Inclusion 2013

Circle of Innovation Team Award Winner – MOSAIC  
Diversity and Inclusion 2018

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**Education**

Master of Business Administration Webster University

Bachelor of Science  
Business Management/Human Resources Columbia College



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## BAC-5494

|   |   |                        |                           |
|---|---|------------------------|---------------------------|
| <b>Board Name</b>                         | Commission for People with Disabilities | <b>Status</b>          | New                       |
| <b>Salutation</b>                         | Mr.                                     | <b>Type</b>            | N/A                       |
| <b>First Name</b>                         | Wade                                    | <b>Preferred Email</b> | wade.balmer@denvergov.org |
| <b>Last Name</b>                          | Balmer                                  | <b>Other Email</b>     | wadebalmer@hotmail.com    |
| <b>Contact Name</b>                       | Wade Balmer                             | <b>Preferred Phone</b> | 2676884243                |
| <b>Middle Name</b>                        |   | <b>Other Phone</b>     |                           |
| <b>MMAC Trans. Mode Group</b>             |   |                        |                           |
| <b>Other boards or commissions served</b> |   |                        |                           |

### Work and Home Address

|                     |                              |                     |                              |
|---------------------|------------------------------|---------------------|------------------------------|
| <b>Work Address</b> | 201 W.Colfax Ave. Dept. 1110 | <b>Home Address</b> | 8165 E. Lowry Blvd, Unit 308 |
| <b>Work City</b>    | Denver                       | <b>Home City</b>    | Denver                       |
| <b>Work State</b>   | CO                           | <b>Home State</b>   | CO                           |
| <b>Work Zip</b>     | 80202                        | <b>Home Zip</b>     | 80230                        |

### Additional Information

|  |                           |                                  |           |
|--|---------------------------|----------------------------------|-----------|
| <b>Are you a registered voter?</b>     | Yes                       | <b>Gender</b>                    | Male      |
| <b>If so, what county?</b>             | Denver                    | <b>Other Gender</b>              |           |
| <b>Denver City Council District No</b> | 5                         | <b>Race/Ethnicity</b>            | Caucasian |
| <b>Occupation/Employer</b>             | City and County of Denver | <b>Other Ethnicity</b>           |           |
|  |                           | <b>Objection to appointment?</b> | No        |
|  |                           | <b>Special Information</b>       |           |

### Reference Details

|                           |                    |                           |  |
|---------------------------|--------------------|---------------------------|--|
| <b>Reference Name #1</b>  | Laura Rosseisen    | <b>Reference Email #1</b> | lrosseisen@jdrf.org                    |
| <b>Reference Phone #1</b> | 3038109144         |                           |  |
| <b>Reference Name #2</b>  | David Williams     | <b>Reference Email #2</b> | daviewilliams5280@gmail.com            |
| <b>Reference Phone #2</b> | 4133649757         |                           |  |
| <b>Reference Name #3</b>  | Jessica Sharp      | <b>Reference Email #3</b> | jsharp@mavenagency.com                 |
| <b>Reference Phone #3</b> | 2155144186         |                           |  |
| <b>Owner</b>              | Denver Integration | <b>Created By</b>         | Denver Integration, 8/20/2019 11:31 AM |
|                           |                    | <b>Last Modified By</b>   | Romaine Pacheco, 8/27/2019 5:12 PM     |

# WADE BALMER

8165 E Lowry Blvd. Unit 308 • Denver, CO 80230 • 267.688.4243 • [wade.balmer@gmail.com](mailto:wade.balmer@gmail.com)

**S**EASONED PUBLIC SERVICE AND NON-PROFIT PROFESSIONAL with a deep background of community engagement, marketing, communications, partnership development and advocacy. Process improvement focused. Skilled at identifying and bridging constituent stories to brand platforms.

## KEY SKILLS

- Adaptive, Inclusive Marketing & Communications
- Web, Interactive & Print Content Development
- Marketing & Communications Infrastructure
- Media Outreach & Crisis Communications
- Email Marketing & Metrics Evaluation
- Brand Positioning, Implementation & Activation
- Program Design, Implementation & Evaluation
- Partnership Development & Retention
- Event Management & Logistics
- Constituent/Employee Engagement in Brand Growth

## PROFESSIONAL EXPERIENCE

### CITY AND COUNTY OF DENVER

*Public Information Officer, Department of General Services*

DENVER, CO

2019-Present

- Performs specialist level communications, marketing and public relations work by planning, developing, designing, coordinating and monitoring a variety of promotional and informational campaigns.
- Serves as a spokesperson for the department/agency.

*Marketing & Communications Specialist, Office of Human Resources*

2015 - 2019

- Managed citywide employee internal communications for 13,000 employees; acted as a conduit between leadership and internal audiences; produced and disseminated analytics-based content for digital signage, e-publications, websites, video, intranets and other communication tactics. Developed pipeline and infrastructure for content sourcing and dissemination.
- Leveraged technology and identified effective techniques and process improvements for reaching and communicating with employees in a variety of job settings and locations; tracked analytics.
- Developed and implemented marketing and communication campaigns for the Office of Human Resources and city agencies. Executed advertising strategies and project timelines, collaborated with city agencies, community partners and vendors. Identified employee brand champions and utilized their stories through video and advertising campaigns.
- Prepared and disseminated responses to all public information, Colorado Open Records Act, media and other inquiries; assured legal compliance in areas affecting public access to information.
- Flagship author for [Denvergov.org](http://Denvergov.org) website; responsible for revamping and redesigning Office of Human Resources and Jobs websites; maintained ADA compliance; tracked and responded to website user trends; developed intranet resources.
- Provided crisis management and communications by managing and responding to media requests; served as a spokesperson.
- Performed as event lead for employee recognition events including mayoral events, formal awards ceremonies and citywide appreciation events.

### ARTHRITIS FOUNDATION, GREAT WEST REGION

*Vice President, Cause Development*

*Vice President of Development, Marketing & Communications*

*Regional Manager, Marketing & Communications*

DENVER, CO

2015

2014 - 2015

2012 - 2014

- Developed and managed the production of regional marketing collateral materials, email marketing, education and acquisition campaigns. Wrote and disseminated all regional print and e-newsletters to segmented audiences. Told and championed the stories of those affected by arthritis, medical professionals and community leaders.



- Generated annual revenue through cause development community and corporate partnerships across the Great West Region including Alaska, Northern California, Colorado, Idaho, Montana, Oregon, Utah, Washington and Wyoming with a focus on alliances that produced revenue to support and expand public awareness of the Arthritis Foundation.
- Managed the Great West Region marketing and communications team of three employees to implement and fulfill strategic goals and objectives. Identified the marketing and communication needs of a nine-state region and guided the development and implementation of plans to meet audience needs.
- Secured new regional cause marketing partnerships that leveraged the Arthritis Foundation brand. Identified new and bolstered existing corporate relationships to expand engagement and giving towards Arthritis Foundation special events, including fostering corporate teams and corporate revenue leaders.
- Utilized public relations and media management tools to disseminate and track media outreach and successes.
- Managed 27 event social media channels and developed best practices with a focus on expansion and engagement.

**ARTHRITIS FOUNDATION, NORTHEAST REGION**

PHILADELPHIA, PA

*Director of Operations & Mission Integration*

2008 - 2012

*Program & Legislative Affairs Manager*

2005 - 2008

*Program & Communications Associate*

2002 - 2005

- Designed and implemented internal and external multi-channel communications campaigns including print, web, social media and direct marketing campaigns. Tracked constituent reach increases of 42%. Increased social media engagement and chapter website views 20-35% each year.
- Co-administered chapter operations budget of \$1 million; managed operations team of four employees.
- Managed chapter advocacy initiatives, including legislative partnerships, public awareness campaigns and advocacy for arthritis research funding on state and federal levels. Recruited, trained and coordinated grassroots advocacy network of over 1,800 households. Increased e-advocates by 44% over three years.
- Directed a variety of Arthritis Foundation community programs, including state advocacy outreach programs, health summits, 5K events and Arthritis Self-Help Programs.
- Generated press releases for programs, events and awareness campaigns.
- Wrote grant applications and conducted donor cultivation and stewardship with community groups, corporations, private foundations, legislators, sports figures, government agencies and health agencies.
- Managed state, federal and industry contracts ranging up to \$375,000. Coordinated state and private funding for arthritis-related clinical research projects.
- Served as director of Camp JRA, an adaptive residential camp self-management program for 125 children with arthritis and other rheumatic diseases.
  - Grew camper recruitment by 54% while decreasing expenses by 26%.
  - Managed all logistics, evaluations, expansion and recruitment for the program.
  - Developed adaptive camp schedule to serve the needs of children with chronic healthcare conditions, including educational modules, adaptive sports and group team-building and recreational activities.
  - Worked hand-in-hand with medical staff team to execute comprehensive camp medical plan to serve the medical needs of campers with chronic autoimmune conditions.
- Lead for the National Juvenile Arthritis Conference, a multi-day symposium for 1,005 children with chronic illnesses and families hailing from 39 states. Identified, recruited and coordinated 78 medical professional and industry expert presenters. Managed six conference planning committee teams comprised of 75 volunteers, medical professionals and staff.

**COOPERATIVE EDUCATION EXPERIENCES**

- **Sony BMG, *Publicity Intern*** - New York, NY 2001
- **Berenson Communications, *Production Assistant*** – Washington D.C. 2000
- **CNN, *Production Intern*** – Atlanta, GA 1999
- **SRA International, *Marketing Coordinator*** – Fairfax, VA 1998

**EDUCATION**

DREXEL UNIVERSITY – Philadelphia, PA  
 Bachelor of Science, Communications

2002

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**ACHIEVEMENTS**

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- *Outstanding Performance Awards, Heartbeat Award* - City and County of Denver 2017
- *Top 40 Alumni Under 40* – Drexel University 2015
- *Juvenile Arthritis Innovation Award* – Arthritis Foundation 2008
- *Innovation in Public Policy Award* – Arthritis Foundation 2007
- *Team Approach Innovation Award* – Arthritis Foundation 2007
- *Co-Op of the Year Award* – Drexel University 2002

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References available upon request.

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## BAC-5507

|                                      |   |                        |                         |
|--------------------------------------|---|------------------------|-------------------------|
| <b>Board Name</b>                    | Commission for People with Disabilities | <b>Status</b>          | In Process              |
| <b>Salutation</b>                    | Ms.                                     | <b>Type</b>            | N/A                     |
| <b>First Name</b>                    | BONITA                                  | <b>Preferred Email</b> | bonitafelden@ivebco.com |
| <b>Last Name</b>                     | FELDEN                                  | <b>Other Email</b>     | bonitafelden@ivebco.com |
| <b>Contact Name</b>                  | BONITA FELDEN                           | <b>Preferred Phone</b> | 7205560273              |
| <b>Middle Name</b>                   |   | <b>Other Phone</b>     |                         |
| <b>MMAC Trans. Mode Group</b>        |   |                        |                         |
| * Other boards or commissions served |   |                        |                         |

### Work and Home Address

|                     |                        |                     |                        |
|---------------------|------------------------|---------------------|------------------------|
| <b>Work Address</b> | 7505 W YALE AVE, #2303 | <b>Home Address</b> | 7505 W YALE AVE, #2303 |
| <b>Work City</b>    | DENVER                 | <b>Home City</b>    | DENVER                 |
| <b>Work State</b>   | CO                     | <b>Home State</b>   | CO                     |
| <b>Work Zip</b>     | 80227                  | <b>Home Zip</b>     | 80227                  |

### Additional Information

|  |         |                                  |           |
|--|---------|----------------------------------|-----------|
| <b>Are you a registered voter?</b>     | Yes     | <b>Gender</b>                    | Female    |
| <b>If so, what county?</b>             | Denver  | <b>Other Gender</b>              |           |
| <b>Denver City Council District No</b> | 1       | <b>Race/Ethnicity</b>            | Caucasian |
| <b>Occupation/Employer</b>             | Student | <b>Other Ethnicity</b>           |           |
|  |         | <b>Objection to appointment?</b> | No        |
| <b>Special Information</b>             |         |                                  |           |

### Reference Details

|                           |                      |                           |                         |
|---------------------------|----------------------|---------------------------|-------------------------|
| <b>Reference Name #1</b>  | Laura Killoran       | <b>Reference Email #1</b> | laurakilloran@yahoo.com |
| <b>Reference Phone #1</b> |                      |                           |                         |
| <b>Reference Name #2</b>  | Karyn Weller-Coffman | <b>Reference Email #2</b> | karynwc@gmail.com       |
| <b>Reference Phone #2</b> |                      |                           |                         |
| <b>Reference Name #3</b>  | Paula Langguth Ryan  | <b>Reference Email #3</b> | paularyan13@gmail.com   |
| <b>Reference Phone #3</b> |                      |                           |                         |

|              |                    |                         |                                       |
|--------------|--------------------|-------------------------|---------------------------------------|
| <b>Owner</b> | Denver Integration | <b>Created By</b>       | Denver Integration, 8/26/2019 8:50 PM |
|              |                    | <b>Last Modified By</b> | Denver Integration, 8/26/2019 8:50 PM |

# Bonita C. Felden, MBA CPA HHP

P.O. Box 27611 Denver, CO 80227



## PROFESSIONAL SUMMARY

High energy and confident professional with an uncompromising work ethic motivated to support the success of individuals and organizations committed to innovative holistic and integrative health solutions. Motivated self-starter with strong communication skills works well independently, as well as leading or participating in a team. Resourceful and detail-oriented, skilled problem-solver with the ability to adapt quickly to organizational change and big-picture requirements.

## CERTIFICATIONS AND ACADEMICS

Certified Aqua Fitness Instructor  
CPA, State of Colorado License 12059  
Associated Applied Science Holistic Health, Red Rocks Community College, Lakewood, CO  
MBA, Accounting, University of Chicago, Chicago, IL  
BS, Mathematics/Business, Northwestern University, Evanston, IL  
BS, Integrated Healthcare, Metro State University, Fall 2022 projected graduation

## COMMUNITY INVOLVEMENT

### Current:

- Board Member and Facility Volunteer, SAME Café,
- Accounting Advisor, Denver Design Incubator
- Member, Denver Food Rescue Leadership Council
- Volunteer, Denver Zoo Horticulture

### Former:

- Volunteer Ski Instructor, National Sports Center for the Disabled
- Board Member and Ride Volunteer, Colorado Eyecycle,

## COMPUTER EXPERIENCE

Excellent aptitude for learning, understanding, and using business software, including large database network applications. Proficient in MS Office, MS Outlook/Email, MS Word, MS Excel, MS Windows, Timberline, Yardi, MRI, Platinum, Skyline, FRx, Costpoint, Crystal Reports, Great Plains, Peachtree, MS Dynamics, SAGE/MAS90, QuickBooks.

## WORK EXPERIENCE

**Holistic health:** Nutritional advocacy and wellness education specific to plant-based dietary focus

**Administrative:** Lead on general office practices and procedures; develop, document, implement, and report on effectiveness of office procedures; train and supervise co-workers.

**Accounting:** Financial reporting, period close, general ledger and account reconciliations; bank reconciliations, revenue recognition, fixed assets, inventory, accounts payable, accounts receivable, collections, consolidations, financial reports, internal controls, for profit, not-for-profit, government.

**Auditing:** Internal financial and risk management audits and independent statutory financial audits of commercial and public sector organizations.

**Budgeting:** Compilation, monitoring, analysis, reporting, projections

**Industry Experience:** Holistic Health, Health Insurance, Auditing, Affordable Housing/Property Management, Government, Not-for-profit, Manufacturing, Mining, Software

### Positions Held:

|          |   |          |  |                      |
|----------|---|----------|--|----------------------|
| Mar 2016 | - | Current  | Self-employed, La Vida Es Bonita/Self-Care Advocacy Partners/Health of a Different Color | metro-Denver, CO     |
| Jun 2012 | - | May 2016 | Sr Accountant, Lifeloc Technologies Inc.   | Wheat Ridge CO       |
| Nov 2011 | - | May 2012 | Sr Accountant, Financial Staffing Contractor   | Metro Denver CO      |
| Apr 2008 | - | Nov 2011 | Sr Accountant, Vista Gold Corporation  | Littleton CO         |
| Apr 2007 | - | Apr 2008 | Auditor, Swanhorst and Company   | Greenwood Village CO |
| Jun 2006 | - | Apr 2007 | Sr Accountant, Financial Staffing Contractor   | Metro Denver CO      |
| Jul 2003 | - | Jun 2006 | Sr Accountant, Mercy Housing Inc.  | Denver CO            |
| Mar 2002 | - | Jul 2003 | Sr Accountant, Financial Staffing Contractor   | Metro Denver CO      |
| Mar 2001 | - | Mar 2002 | Sr Property Accountant, Highline Group LLC   | Denver CO            |
| Oct 1998 | - | Mar 2001 | Property Accountant, Coldwell Banker American Spectrum                                   | Denver CO            |
| Jun 1991 | - | Oct 1998 | Sr Accountant/Project Manager, CO Dept of Agriculture                                    | Denver CO            |
| Aug 1988 | - | Jun 1991 | Auditor, CO State Auditor's Office   | Denver CO            |
| Sep 1985 | - | Jun 1988 | Budget Coordinator, Blue Cross/Blue Shield Assn  | Chicago IL           |



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## BAC-5425

|   |   |                        |                        |
|---|---|------------------------|------------------------|
| <b>Board Name</b>                         | Commission for People with Disabilities | <b>Status</b>          | New                    |
| <b>Salutation</b>                         | Mr.                                     | <b>Type</b>            | N/A                    |
| <b>First Name</b>                         | André                                   | <b>Preferred Email</b> | avanhall@comcast.net   |
| <b>Last Name</b>                          | van Hall                                | <b>Other Email</b>     | andre@andrevanhall.com |
| <b>Contact Name</b>                       | André van Hall                          | <b>Preferred Phone</b> | 720-339-4831           |
| <b>Middle Name</b>                        |   | <b>Other Phone</b>     | 720-489-8824           |
| <b>MMAC Trans. Mode Group</b>             |   |                        |                        |
| <b>Other boards or commissions served</b> |   |                        |                        |

### Work and Home Address

|                     |                   |                     |                   |
|---------------------|-------------------|---------------------|-------------------|
| <b>Work Address</b> | 1518 S. Logan St. | <b>Home Address</b> | 1518 S. Logan St. |
| <b>Work City</b>    | Denver            | <b>Home City</b>    | Denver            |
| <b>Work State</b>   | CO                | <b>Home State</b>   | CO                |
| <b>Work Zip</b>     | 80210             | <b>Home Zip</b>     | 80210             |

### Additional Information

|  |                      |                                  |          |
|--|----------------------|----------------------------------|----------|
| <b>Are you a registered voter?</b>     | Yes                  | <b>Gender</b>                    | Male     |
| <b>If so, what county?</b>             | Denver               | <b>Other Gender</b>              |          |
| <b>Denver City Council District No</b> | 7                    | <b>Race/Ethnicity</b>            | Hispanic |
| <b>Occupation/Employer</b>             | Motivational Speaker | <b>Other Ethnicity</b>           |          |
|  |                      | <b>Objection to appointment?</b> | No       |
|  |                      | <b>Special Information</b>       |          |

### Reference Details

|                           |                    |                           |                                       |
|---------------------------|--------------------|---------------------------|---------------------------------------|
| <b>Reference Name #1</b>  | Scott Bemis        | <b>Reference Email #1</b> | sbemis@eksh.com                       |
| <b>Reference Phone #1</b> |                    |                           |                                       |
| <b>Reference Name #2</b>  | Jolon Clark        | <b>Reference Email #2</b> | jolon.clark@denvergov.org             |
| <b>Reference Phone #2</b> |                    |                           |                                       |
| <b>Reference Name #3</b>  | Lisa Diaz          | <b>Reference Email #3</b> | lisa@hdiaz.org                        |
| <b>Reference Phone #3</b> |                    |                           |                                       |
| <b>Owner</b>              | Denver Integration | <b>Created By</b>         | Denver Integration, 8/5/2019 11:03 PM |
|                           |                    | <b>Last Modified By</b>   | Romaine Pacheco, 8/6/2019 11:01 AM    |

A native of Argentina, André has worked at some of the most prestigious hotels in the world, to include the Hotel Vier Jahreszeiten in Hamburg (once recognized as a one of the top ten hotel in the world), the Ritz in Paris and the St. Regis in New York. Additionally he has managed some of the largest hotels, including the Hyatt Regency in Atlanta and the Adam's Mark in Denver. Before retiring, he was the CEO of the historic Denver Athletic Club. A graduate of the school of Hotel Administration at Cornell University, van Hall has held such positions as Director of Quality, Executive Assistant Manager, Rooms Executive, General Manager, Professor of HR and CEO. His volunteer activity have afforded him the opportunity to serve on boards of Chamber of Commerce, United Way, Convention & Visitors Bureaus, Rotary clubs, Urban League and many others.

After suddenly losing his eyesight in late 2011, he started a new career as a Professional Speaker, with an emphasis on Motivation, Change Management and Staff Development.