



CITY AND COUNTY OF DENVER
PRIVILEGED AND CONFIDENTIAL WORK PRODUCT

Michael B. Hancock
Mayor

To: Mayor Michael B. Hancock
From: Romaine Pacheco, Director
Date: April 17, 2023

BOARD: Human Rights and Community Partnerships Advisory Council **POC:** Derek Okubo

BACKGROUND:

Members – 5
Terms – 2 years
Confirmation – Yes

The Advisory Council provides advice to the Executive Director of the Office of Human Rights and Community Partnerships and the Mayor on special issues and opportunities of its respective constituent groups, recommends necessary procedures, programs, legislation or administrative action and promotes equal rights and opportunities for Denver citizens.

RECOMMENDATIONS:

Stephanie Nunez, Aurora (F)(Two or More Races) for a term expiring April 1, 2025, appointed;
Karissa Johnson, Denver (F)(AA) for a term expiring April 1, 2025, reappointed.

ACTION NEEDED:

- Appoint Nunez
- Reappoint Johnson
- Please provide additional candidates to consider.



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BAC-8682

Contact Information

Contact Name	Karissa Johnson	Home Address	3333 East Bayaud Ave
Preferred Phone	3036215416	Home City	Denver
Preferred Email	karissaellse@gmail.com	Home State	CO
Other Phone		Home Zip	80209
Other Email	karissa.johnson@denvergov.org	County	Denver
DOB	[REDACTED]	Hispanic or Latino origin or Descent?	No
SSN	[REDACTED]	Race/Ethnicity	African American
Gender	Female	Other Ethnicity	
Other Gender		Salutation	Ms.

Board Information

Board Name	Human Rights & Community Partnerships Advisory Council	Other boards or commissions served	Human Rights & Community Partnerships Advisory Council
Status	New	Resigned	
Term Start Date			
Term End Date			

Work Information

Employer	The City and County of Denver	Work Address	201 West Colfax Ave
Position	Housing Policy Officer	Work City	Denver
Business Phone #	720-865-2983	Work State	CO
Work Email		Work Zip	80205

Additional Information

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

Education and General Qualifications

Name of High School	Eaglecrest	Name of Graduate School	University of Phoenix
Location of High School	9100 Piccadilly Rd	Location of Graduate School	Phoenix
# of Years Attended High school	4	# of Years Attended Graduate School	2

High School

Graduate Major

Master's Of Public Administration

Name of College North Carolina Agricultural & Technical State University

Location of College Greensboro NC

of Years Attended College 4

Did you Graduate College No

Undergrad Major English

Reference Details

Reference Name #1 Britta Fisher

Reference Email #1

Reference Phone #1

Reference Address #1

Reference Name #2 Shontel Lewis

Reference Email #2

Reference Phone #2

Reference Address #2

Reference Name #3 Genene Duran

Reference Email #3

Reference Phone #3

Reference Address #3

Agree to a background check

Owner Romaine Pacheco

Created By Denver Integration, 2/7/2023 7:50 PM

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Notes & Attachments

Karissa E Johnson_ Resume 2022.pdf

Type Attachment

Last Modified Denver Integration

Description

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Education

Denver Metropolitan State University
December 2007
Bachelor of Arts – English Minor in Political Science

University of Phoenix
October 2017
Master of Public Administration

Professional Experience

Housing Policy Officer

Department of Housing Stability (HOST) City and County of Denver February 2021 – Current

- Lead racial equity thought partner for the department's first ever Housing Justice Investments proposal (\$35 million), an extension of the MetroDPA-SE program lauded for its contribution to narrowing the homeownership gap between Black/Brown households and their white counterparts
- Lead racial equity thought partner in co-creation of a homeownership program for residents and descendants of residents in Denver's historically redlined neighborhoods (MetroDPA-SE Pilot 2022)
- Co-Leadership and development of rental assistance procurement process for 22 million dollars of federal funds during the COVID-19 pandemic
- Development of process and guidelines to assist teams with equity analysis of program performance through use of department wide equity dashboard
- Lead racial equity thought partner in development of departmentwide racial equity dashboard
- Oversight of training for team members for drafting of equitable performance summaries for all department housing stability programs.
- Support execution of the Eviction Legal Assistance and Prevention Procurement process for 1 million dollars of emergency funds to keep residents housed
- Contract management for four Eviction Legal Defense contracts
- Peer city research on housing policy best practices and racially equitable program development
- Lead in contract amendments to incorporate 1.5 million in American Rescue Plan Act (ARPA) funds
- Lead on drafting city ordinance mandated Rules and Regulations for the Access to Legal Assistance ordinance
- Drafted a proposal for a Tenant Relocation Assistance Ordinance to support comprehensive tenant rights in Denver County

Homeless Systems Program Coordinator

Department of Housing Stability (HOST) City and County of Denver March 2018 – February 2021

- Development of BFZ (Built for Zero) tracking to tool to analyze homeless system inflow and outflow
- Assist with the Denver CoC data migration and transition from Salesforce to HMIS for coordinated entry system
- Leadership within cross functional departmental data team to support performance of department investments and inform policy direction by providing data and analysis infrastructure
- Development and leadership of departmental EDI Team to further racial equity in housing including:
 - Augmentation of existing department NOFA (Notice of Funding Availability) application process to include sections on racial representation and evaluation of programs through racial equity lens
 - Co-leadership of research project to evaluate eviction prevention program, TRUA, to ensure racially equitable access
 - Coordination of departmental Organizational Racial Equity Self-Assessment survey
 - Support in selection of culturally and racially representative departmental Mayoral and City Council appointed HOST strategic advisors
- Development of reports and data presentations on OneHome system, including regular scheduled reports (using PowerPoint, and creating charts and graphs from data in MS Excel)
- Leader in collaborative coordination with the City of Aurora & Denver Foundation for a region-wide Summit on Racial Equity in Housing and Homelessness across Denver Metro CoC with national expert, Marc Dones
- Co-development of Salesforce and VI-SPDAT survey training materials
- Creation and revision of procedural manuals to help standardize data entry into Salesforce & HMIS (Homeless Management Information System)

Residential Coordinator / Relief Staff

Irving Street Women's Residence /Sinton Sanctuary Volunteers of America

August 2017- Current

- Providing overnight operational supervision of 25 bed residential facility for chronically homeless women and persons of transgender and gender non-conforming identities
- Developing policies and procedures to initiate strategic transition to housing-based case management while also maintaining the integrity of Housing First models of care.
- Oversight of 19 bed facility for senior, trans women and gender non-conforming community members
- Assist in the transition to a housing-based case management model to increase exits to stable housing while ensuring procedures and policies remain rooted in Trauma Informed basic principles
- Co-facilitation of resident work group improvement sessions on existing policy and procedure

**Program Analyst MPA Intern
Denver's Road Home**

City and County of Denver

November 2015 – March 2018

- Strategic thought partner in work group to design framework for sustainability of the OneHome system
- Development and delivery of VI-SPDAT 101 Training for Denver Metro Continuum of Care
- Co-creation and development of strategic plan for OneHome's 2017 & 2018 fiscal years including:
 - Development of job titles, descriptions, salaries & performance evaluation processes
 - Policy and grant analysis of funds applied for but not yet received
 - PowerPoint presentation for Senior Leadership Team's approval upon securing grant funding (450k+)
- Coordination, facilitation, and implementation of the OneHome housing database system policies and procedures for Youth, Individuals and Family systems in partnership with MDHI (Metro Denver Homeless Initiative)
- Assisted with modified development of the current TAY-VI-SPDAT, and Family VI-SPDAT survey tools, prioritization criteria and processes unique to the Denver Metro area
- Database management and data analysis of the SIB project (Social Impact Bonds)
- Creation of Excel and Google documents for database management to track, maintain and categorize voucher documentation and efficiency of all OneHome populations (Youth, Individuals & Families) and the SIB Project
- Data extraction, compilation, and analysis for the OneHome Family system and the SIB Project for stakeholder communities across the Denver Metro CoC
- Development of sophisticated data analytic presentations that allowed the OneHome Family system tangible processes to reach functional zero and possibly end homelessness for families in the Denver Metro area

Assistant Director of Admissions

Art Institute of Colorado

October 2012- April 2015

- Held informational meetings to provide guidance for prospective students through the admissions process
- Maintained retention rate of all students (70%) & managed files of 50+ students per year

Admissions Counselor & Manager

Ashford University

October 2011 – August 2012

- Helped prospective students and through the enrollment process into an online university
- Promoted to management within 3 months to manage a team of 13 Admissions Counselors
- Facilitated group and individual training sessions in process efficiency and database management

Board Memberships

-
- I. City of Denver Human Rights and Community Partnerships Commission** **April 2021 – Current**
- Vice Chair (February 2022)
- II. Metro Denver Homeless Initiative Board of Directors** **January 2019 –October 2020**
- Equity and Accessibility Committee – Chair
 - System Performance Council- Co-chair
- III. The Denver Foundation's Basic Human Needs Advisory Committee** **January 2019 – December 2021**



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BAC-8422

Contact Information

Contact Name	Stephanie Nunez	Home Address	14704 E 2nd Ave Apt E106
Preferred Phone	303-847-9988	Home City	Aurora
Preferred Email	stephanie.nunez@dhha.org	Home State	CO
Other Phone	303-802-5410	Home Zip	80011
Other Email	stephnunez14@gmail.com	County	Arapahoe
DOB	[REDACTED]	Hispanic or Latino origin or Descent?	Yes
SSN	[REDACTED]	Race/Ethnicity	Two or more races
Gender	Female	Other Ethnicity	
Other Gender		Salutation	Ms.

Board Information

Board Name	Human Rights & Community Partnerships Advisory Council	Other boards or commissions served	
Status	New	Resigned	
Term Start Date			
Term End Date			

Work Information

Employer	Denver Health and Hospital Authority	Work Address	601 N Broadway
Position	Care Navigator and Outreach Coordinator	Work City	Denver
Business Phone #	303.802.5410	Work State	CO
Work Email	stephanie.nunez@dhha.org	Work Zip	80204

Additional Information

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

Education and General Qualifications

Name of High School	Denver West High School	Name of Graduate School	
Location of High School	951 Elati St, 80204	Location of Graduate School	
# of Years Attended High school	4	# of Years Attended Graduate School	

Did you Graduate High School Yes

Did you Graduate

Graduate Major

Name of College Community College of Denver
Location of College Denver
of Years Attended College 2
Did you Graduate College Still Attending
Undergrad Major Social Work

Reference Details

Reference Name #1 Stephanie Syner Reference Email #1 stephanie.syner@dhha.org
Reference Phone #1 303-602-5272 Reference Address #1 777 Bannock St, Denver 80204

Reference Name #2 Randi Jae Maddux Reference Email #2 randi.maddux@va.gov
Reference Phone #2 720-999-7277 Reference Address #2 1911 S Lowell Blvd, Denver 80219

Reference Name #3 Katy Arreola Reference Email #3 katyallison25@gmail.com
Reference Phone #3 720-404-2806 Reference Address #3

Agree to a background check [checked]

Owner Romaine Pacheco

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Notes & Attachments

Stephanie Nunez Resume 2022 (B).docx

Type Attachment

Last Modified Denver Integration

Description

View file

STEPHANIE NUNEZ

14704 E 2nd Ave Apt E-106 Aurora, Co 80011 303-847-9968 stephnunez14@gmail.com

Experience:

May 2015 – Present Denver Health and Hospital Authority

Care Navigator Mobile Health Department 12/01/2020 to present

- Manage and organize my workday to work multiple projects at once. Work under tight deadlines. Use PowerPoint, Word, Excel, and Outlook daily.
- Provide administrative support and assists as a resource to the mobile department
- Planning team for primary care release in Fall 2022
- Meet with multiple departments at Denver Health to help plan and prepare for the release of Primary Care unit
- Maintain relationships with Community Based Organizations via email, telephone, in person meetings, etc. Outreach potential businesses and partners to set up clinics.
- Multiple trainings for maintaining the success of the mobile health department: Lean Strategic Planning, EPIC training, BLS training, maintain education on current rules, guidance with COVID-19 vaccine, Monkeypox, Flu, etc.
- Create informational flyers for all three mobile units. Edit and update flyers for all vaccine clinics.
- Provide onboarding for new navigators and staff in general
- Update and maintain mobile health master calendar for multiple clinics.
- Manage the mobile health centers main email. Manage and distribute inquiries as appropriate.
- Diversity Equity and Inclusion Panel member
- Answer the Care Navigator phone line: Helping patients schedule covid testing and vaccines, mammograms, cervical screenings. Answer general questions about Covid vaccines and the Women's Mobile Unit.
- Communicate via email, telephone, Zoom/ WebEx and in person meetings with community partners, leadership members, School Based Clinic team, etc.
- Work with multiple teams to create medical records and appointments for large lists of patients wanting to be vaccinated
- Work with community coordinator in government relations to create mobile vaccine clinics for two mobile vehicles
- Develop, support, and assist with new processes in the department, on vaccine mobile unit, and on primary care unit
- Site Visits for each vaccine clinic making sure that the area is suitable for the mobile unit and our vaccine staff
- Send out maps in detail about each site including where vehicle will park, where staff will park, who the main contacts are, clinic hours, and other general information regarding the clinics to all staff and partners
- Canvas area with flyers before each clinic to market
- Work closely with the PR and marketing team to update our website, create and maintain documents.
- Work vaccine clinics as a coordinator, registration clerk, greeter, scheduler
- Update data in multiple spreadsheets pertaining to patient appointments for Women's Mobile, Covid Vaccine, and Primary Care.
- Create and edit reports, tables, and graphs related to breast cancer screening and cervical cancer screenings completed.
- Training: Motivational Interviewing Basics (MI), LGBTQ+ Health Equity, Vaccine Hesitancy, Vaccine Equity, Health Literacy Training 2021, MI for Covid-19 Patients, Colorado Navigator Registry

- Schedule Covid testing for DII employees, city employees, and city volunteers using RedCap Surveys
- Work within the EPIC electronic medical record system
- Follow HIPPA Practices

Fees / Back Office for Colorado Medical Assistance Program 10/01/2020 to 12/01/2020

- Process payments for Working Adults with Disabilities and Child Born with Disabilities
- Process payments that come from the client insured or a 3rd party vendor.
- Research payments to see what case they belong to by using name, address, phone, etc
- Process documents coming into the CMAP office relating to their applications. (Including but not limited to bank statements, proof of identity, proof of resources)
- Help team members troubleshoot their cases when needed
- Call clients to verify information when it comes to processing documents
- Process PEAK applications and change report forms
- Communicate with county offices when it comes to processing PEAK documents
- Help walk in clients with processing payments, verifications and/ or, troubleshooting cases
- Work with other members in the enrollment department to troubleshoot payments or case issues related to WAwD/CBwD

Colorado Medical Assistance Program/Liaison Line for Colorado Medical Assistance Program 3/2018 to 12/31/2019

- Call center dedicated to eligibility and troubleshooting eligibility questions for Colorado Medicaid programs. Troubleshoot eligibility results and fix them when appropriate.
- Provider phone line only
- Answer 50 to 100 calls per day
- Process medical applications for Colorado medical assistance programs (including but not limited to Medicaid, CHIP+, Medicare Savings Programs)
- Process client documentation relating to their applications. (Including but not limited to bank statements, proof of identity, proof of resources)
- Process CHIP+ Appeals: speak directly to client, verify why case was either closed or rejected.
 - Process all documents requested from clients.
 - Provide documentation of all correspondence to the state of Colorado
 - Keep a log of all cases processed and touched to the state of Colorado
 - Keep a personal file of all documents until end of each month
- Call center dedicated to citizens of Colorado for processing Medicaid applications and troubleshoot eligibility and fix when appropriate.
- Colorado Benefit Management System (CBMS) certificate of Completion
- Answer 20 to 40 phone calls a day
- Process Colorado Medicaid applications in CBMS
- Trouble shoot problems with Medicaid status/ eligibility
- Process documents that are sent in to CMAP directly
- Return phone calls when needed
- Work directly with a staff of 60
- Follow HIPPA Practices

Patient Access Shift Lead May 2015 – 03/2018

- Plan, organized, directed, and managed 10+ employee's daily activities and schedules. Manage timeliness on registration and insurance processing.
- Perform weekly quality assurance standards as well as train when not being completed or met.
- Register patients in the level one trauma center for adults and children, as well as in the adult urgent care. Verify all commercial, federal, and hospital-based insurance programs.
- Troubleshoot eligibility results and fix them when appropriate

- Obtain personal patient information including but not limited to legal name, date of birth, address, identification card, insurance card, and proof of addresses
- Process copays for commercial, federal, and hospital-based insurance programs.
- Work with EPIC software, Envision, EDM, Fujitsu document scanners
- Train employees on all new policies both federal and statewide. Train on hospital policies.
- Count department money at the beginning and ending of every shift.
- Work on department wide work queues. Correcting billing mistakes before a bill is sent to insurance or the patient directly.
- Make sure that all yearly and monthly trainings are completed by all employees.
- Answer questions related to patient/customer service concerns of registration staff
- Interview potential employees for the department
- Prepare meeting documents, agendas, and facilitate the minutes
- Hospital Bed Control: Answer phone calls from the entire hospital about patient information, patient transfers, admissions, discharges, newborn admissions, transfer patients, deceased patients, and all insurance questions
- Follow HIPPA Practices

October 2011 –April 2019 Solany LLC

Operations Manager

- Manage eight employees on digitizing medical records, financial records, large scale blueprints, personal records, personnel records, and real estate records.
- Process and scan all incoming medical records. Follow HIPPA guidelines. Make sure all information is available for all claims, personnel records, payments, and all patient information including but not limited to identification cards, insurance cards, birth certificates, social security cards, and passports.
- Lead on all incoming projects from the beginning to the end. Participate in every step of the process. Index each document, set up a process to prepare the document to be scanned. Scan all documents on a Canon DG311 scanner using Microsoft office as well as LaserFiche scanning program.
- Receive all incoming requests for information in a support system about medical records, financial records, blueprints as well as personnel records. Write detailed notes about each case containing all contact information, case information identifying each person on the account. Recommend possible ways to settle the support ticket.
- Handle day to day operations: answer emails, answer telephone calls, schedule meetings, order all office supplies and communicate with all different levels of clients through the telephone as well as email, fax, and in person.
- Helped design a new process for indexing all documents saving time, product waste, and cutting supply costs.
- Quality control: Examines each document to be sure that it is scanned correctly, and no information is missing. Make sure that all documents can be read and are viewable for all parties involved.
- Travel to client offices to pick up work that is to be scanned. Both in and out of state. Boxes weighing up to 30 pounds.

Education:

2021- Present Study for Associates Degree in Social Work. Intended graduation date is Fall 2023.
 2008- 2009 Cosmetology License, Empire Beauty College
 2002-2005 Study Music Business, University of Colorado at Denver
 1998 – 2002 Diploma, Denver West High School

Certifications:

- Licensed Notary Public (Ex: 02/2026)
- Colorado Navigator Registry
- Basic Life Support (Exp: 07/2025)