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BAC-10496

Contact Information

Contact Name	Monique Hudley-Taylor	Home Address	[REDACTED]
Preferred Phone	[REDACTED]	Home City	[REDACTED]
Preferred Email	[REDACTED]	Home State	[REDACTED]
Other Phone		Home Zip	[REDACTED]
Other Email		County	[REDACTED]
DOB	[REDACTED]	Hispanic or Latino origin or Descent?	[REDACTED]
Gender	[REDACTED]	Race/Ethnicity	[REDACTED]
Other Gender		Other Ethnicity	
		Tribal Affiliation	
		Salutation	
		Pronouns	[REDACTED]

Application

Status	In Progress	Council Resolution Number	
Notes			

Board Information

Board Name	Denver Community Corrections Board	Original Start Date	
		End Date	
		Other boards or commissions served	

Work Information

Employer		Work Address	
Position		Work City	
Business Phone #		Work State	
Work Email		Work Zip	

Additional Information

Work or home in Denver	Yes	Objection to appointment?	No
Are you a registered voter?		Special Information	
If so, what county?		Registered Lobbyist	No
Denver City Council District No	Lives outside of the City and County of Denver	Conflict of Interest	No

Conflict of Interest
Explanation

Education and General Qualifications

Name of High School		Name of Graduate School
Location of High School		Location of Graduate School
# of Years Attended High school		# of Years Attended Graduate School
Did you Graduate High School	Yes	Did you Graduate
		Graduate Major
Name of College		
Location of College		
# of Years Attended College		
Did you Graduate College		
Undergrad Major		

Reference Details

Reference Name #1	Reference Email #1
Reference Phone #1	Reference Address #1
Reference Name #2	Reference Email #2
Reference Phone #2	Reference Address #2
Reference Name #3	Reference Email #3
Reference Phone #3	Reference Address #3

Agree to a background check

Owner



Created By

Denver Integration, 3/27/2026, 10:15 AM

Last Modified By

Sterling Simms, 5/6/2026, 3:36 PM

Notes & Attachments

Head shot- 3.27.26.jpg

Type **Attachment**
Last Modified **Denver Integration**
Description
[View file](#)

Monique Hudey-Taylor- Professional Bio.docx

Type **Attachment**
Last Modified **Denver Integration**
Description
[View file](#)

Monique Hudley-Taylor Resume _2026.docx

Type **Attachment**
Last Modified **Denver Integration**
Description
[View file](#)

Applicants History

5/6/2026, 3:36 PM

User **Sterling Simms**

Action **Changed Status from New to In Progress.**

3/27/2026, 10:15 AM

User **Denver Integration**

Action **Created.**

Monique Hudley-Taylor



EXECUTIVE SUMMARY

Strategic, people-centered executive leader with a strong track record of driving operational performance, leading large-scale service delivery systems, and building accountable, high-performing teams in complex public sector environments. Experienced in aligning workforce strategy, process improvement, and data-driven decision-making to improve service outcomes for diverse communities.

Known for leading organizational change, strengthening leadership accountability, and improving performance visibility across large divisions. Brings expertise in strategic planning, workforce optimization, Lean process improvement, and cross-functional alignment. Recognized for delivering executive-level training, leading high-impact initiatives, and shaping service delivery models that improve both employee experience and customer outcomes.

CITY OF DENVER – DENVER HUMAN SERVICES

Director, Family & Adult Assistance Division (FAAD)

September 2025 – Present

Provide executive leadership for one of the City’s largest and most complex service divisions, overseeing 400+ staff and high-volume public assistance programs serving tens of thousands of residents.

- Lead division-wide operations in a high-demand, high-visibility environment, ensuring alignment with state and federal performance standards for timeliness, accuracy, and service delivery
- Direct implementation and stabilization of the Public Assistance Benefits Optimization (PABO) service delivery model, aligning workload, staffing, and performance expectations across the division
- Drive a shift to task-based production monitoring, improving transparency and real-time performance visibility for supervisors and staff
- Establish clear expectations for leadership accountability, including consistent performance conversations, documentation practices, and follow-through on performance management
- Oversee development and use of operational tools including Unit of Work frameworks, staffing calculators, and overtime planning models to support data-informed decisions

- Lead workforce stabilization strategies to manage high workload volume, staffing gaps, and operational constraints while maintaining service levels
 - Partner with Executive Management Team and city leadership to navigate budget constraints and support long-term operational sustainability
 - Guide leaders through complex employee relations matters, ensuring consistent and legally sound approaches to performance management and discipline
 - Strengthen collaboration with state partners and internal teams to improve alignment, communication, and service delivery outcomes
 - Set division-wide expectations for leadership development, engagement, and accountability across all levels
-

Director, Performance Improvement and Accountability Division (PIAD)

May 2023 – September 2025

Provided strategic leadership and oversight for performance improvement, innovation, and workforce engagement initiatives across DHS.

- Co-sponsored the Public Assistance Benefits Optimization (PABO) and Public Assistance Strategic Charter Tactics Team, strengthening alignment between PIAD and FAAD and supporting major service delivery improvements
 - Launched the agency-wide A.I.R. (Align, Improve, Reduce) initiative to centralize process inventory and reduce operational waste
 - Directed EDMS automation, PEAK inbox integration, and the Purge Forward Project, eliminating a 9,000+ message backlog and purging over 178,000 records across multiple sites; effort received national recognition and a 2024 Peak Academy Award nomination
 - Achieved full staffing across PIAD, including expansion and reclassification of key roles within Continuous Improvement, Quality Improvement, and Records
 - Led development and approval of expanded classification series for Fraud Claims Investigator (FCIs) and Program Quality Assurance Technician (PQATs) to support career progression and operational effectiveness
 - Redesigned the Quality Improvement review cycle and partnered with Continuous Improvement and Training to implement an error reduction model and post-training assessment strategy
 - Collaborated with Executive Management Team to reestablish a critical Continuous Improvement leadership role, strengthening team capacity and advancement pathways
-

Deputy Division Director, Family & Adult Assistance Division (FAAD)

June 2020 – May 2023

Led operational strategy, workforce engagement, and process improvement across multiple functional areas within FAAD.

- Directed division-wide recruitment strategy, reducing vacancy rates to 18% through improved hiring processes and coordination
 - Launched new programs including E-Lockers and a division-wide Quality Review Tool to improve operational efficiency and consistency
 - Provided oversight for Neighborhood Resource Sites and the Overfill Lane to manage workload distribution and service access
 - Contributed to agency-wide initiatives including the Human Together Framework and Equity and Diversity Workgroup
-

Operations Manager, Family & Adult Assistance Division (FAAD)

May 2019 – June 2020

Managed multiple operational lanes and supported standardization of processes across teams.

- Unified FAAD lobby operations under consistent policies and procedures to improve service delivery and staff alignment
 - Led hiring and onboarding efforts for supervisors and new teams, including development of operational training approaches
 - Completed Black Belt Lean Six Sigma training and applied process improvement strategies to enhance operational performance
-

MERCY HOUSING, INC. – Colorado

Resident Services Manager II

2017 – 2019

- Managed a \$1.2M federal grant with full compliance and successful outcomes
- Oversaw service delivery across multiple sites and supported staff development and transitions
- Built and maintained community partnerships to support long-term program sustainability

Resident Services Manager I

2015 – 2017

- Supervised staff across multiple housing sites and strengthened service delivery consistency
 - Implemented a train-the-trainer model, increasing internal leadership capacity by 45%
 - Managed behavioral health and housing support grants across multiple program years
-

EDUCATION

Master of Business Administration
Colorado Technical University – Denver, CO

Bachelor of Science in Psychology and Human Development
Colorado State University – Fort Collins, CO

Monique Hudey-Taylor- Professional Bio

Monique Hudley is a seasoned public sector executive currently serving as the Director of the Family and Adult Assistance Division for Denver Human Services. She leads one of the City's largest service divisions, overseeing more than 400 employees and delivering critical programs that support thousands of Denver residents.

Her career began working with youth transitioning out of the legal system, helping them navigate education, employment, and stability as they reentered the community. Combined with her leadership in human services, this experience gives her a strong understanding of how policy and systems impact justice-involved individuals.

Throughout her career, she has led large-scale operational improvements, strengthened leadership accountability, and guided decision-making in complex environments. Her perspective is grounded in both professional and lived experience, shaping her commitment to balanced, thoughtful decisions that prioritize public safety, rehabilitation, and long-term community stability.