



MURIEL BOWSER
MAYOR

May 1, 2024

The Honorable Phil Mendelson
Chairman
Council of the District of Columbia
John A. Wilson Building
1350 Pennsylvania Avenue, NW, Suite 504
Washington, DC 20004

Dear Chairman Mendelson:

In accordance with section 2 of the Confirmation Act of 1978, effective March 3, 1979 (D.C. Law 2-142; D.C. Official Code § 1-523.01), and pursuant to D.C. Official Code § 16-1052, I am pleased to nominate the following individual:

Ms. Toshira Monroe
38th Street
Brentwood, MD 20722

for appointment as a community representative member of the Domestic Violence Fatality Review Board, filling a vacant seat formerly held by Amelia French, for a term to end July 20, 2025.

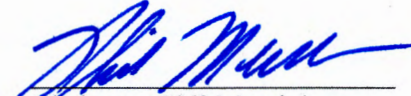
Enclosed, you will find biographical information detailing the experience of the above-mentioned nominee, together with a proposed resolution to assist the Council during the confirmation process.

I would appreciate the Council's earliest consideration of this nomination for confirmation. Please do not hesitate to contact me, or Steven Walker, Director, Mayor's Office of Talent and Appointments, should the Council require additional information.

Sincerely,

A handwritten signature in black ink, appearing to read "Muriel Bowser", written over a vertical line that extends from the signature down to the typed name below.

Muriel Bowser
Mayor


Chairman Phil Mendelson
at the request of the Mayor

A PROPOSED RESOLUTION

IN THE COUNCIL OF THE DISTRICT OF COLUMBIA

To confirm the appointment of Toshira Monroe to the Domestic Violence Fatality Review Board.

RESOLVED, BY THE COUNCIL OF THE DISTRICT OF COLUMBIA, that this resolution may be cited as the “Domestic Violence Fatality Review Board Toshira Monroe Confirmation Resolution of 2024”.

Sec. 2. The Council of the District of Columbia confirms the appointment of:

Ms. Toshira Monroe
38th Street
Brentwood, MD 20722

as a community representative member of the Domestic Violence Fatality Review Board, established by D.C. Official Code § 16-1052, filling a vacant seat formerly held by Amelia French, for a term to end July 20, 2025.

Sec. 3. The Council of the District of Columbia shall transmit a copy of this resolution, upon its adoption, to the nominee and to the Office of the Mayor.

Sec. 4. This resolution shall take effect immediately.

TOSHIRA MONROE

NON-PROFIT MANAGEMENT LEADER X PROJECT MANAGER

PROFESSIONAL SUMMARY

Accomplished non-profit team leader and project manager with 12+ years of experience in progressively responsible roles.

- ✓ Capable group leader with a demonstrated ability to manage, unify and motivate individuals and teams.
- ✓ Ambitious project initiator with proven success in planning, developing, launching and evaluating long-term programs.
- ✓ Diversity and inclusion champion who cultivates a healthy work environment to support high-performing teams.
- ✓ Experience in community outreach development, marketing/community events, and volunteer management.
- ✓ Skilled communicator with experience in informing, engaging and persuading multiple stakeholders.
- ✓ Analytically-minded with ability to monitor team performance, deliver clear reports, and make key data-based decisions.
- ✓ Champion of employee training and development; designs and implements high-impact programs to support staff growth.
- ✓ Long history of personal community involvement and volunteerism; deeply passionate about serving others.
- ✓ Master's Degree; Non-profit Management Executive Certificate.
- ✓ Prosperity Now Building High Impact Nonprofits of Color Leadership Cohort

CORE COMPETENCIES

- Non-Profit Management
- Strategic Planning
- Staff Training & Development
- Community Outreach
- Resource Management / Databases
- Diversity / Inclusion
- Team Leadership
- Program / Project Management
- Grant Management

EXPERIENCE

Deputy Director | MY SISTER'S PLACE, INC. | Washington, DC Dec 2017 – Present

- Supervise direct reports, including Case Managers, Residential Counselors, Family Care Coordinator, Chef, and shelter-based consultants - providing support, technical assistance, necessary training, and annual performance evaluations.
- Direct and supervise the planning and implementation of shelter program activities - including analysis of program-related statistical data, client-recordkeeping, and compilation of all program reports.
- Assist in the development and execution of strategic plans, grant proposals, budget, fundraising, and agency-wide policies and activities.
- Work/partner with other organizations/groups to coordinate supportive services that are offered to the residents and to enhance and expand program services.
- Review and develop internal shelter operation policies to ensure compliance with FVPSA, ADA, VAWA and utilizations of service best practices
- Complete monthly reports for the DHS FYPSA Shelter & CCM grants, monthly reports for the DHS Local grant, quarterly reports for the OVSJG grant, and other grants as needed.
- Monitor documentation of client and program files to ensure that accurate records and files are maintained for each client in the Shelter program
- Maintain safety, security, upkeep, and inventory for shelter and coordinate facilitate management, maintenance, and housekeeping
- Coordinate and conduct monthly case consultation, program and residential house meetings.
- Attend monthly stakeholder and community meetings including DC Victim Assistance Network, DV Housing Continuum, DV Housing Task Force, Department of Human Service Housing Learning Collaborative, National Center on DV, Trauma and Mental Health Learning Collaborative

Victim Services Hotline Supervisor | NATIONAL CENTER FOR VICTIMS OF CRIME | Washington, DC Oct 2015 – Jan20

Initially hired to oversee local hotline staff of 4; rapidly promoted to manage local & national hotlines and staff of 13.

- Define and develop strategic plan for resource database to fortify it at both the national and local level.
- Coordinate team's 60 hours monthly (and 20 personal personal) of outreach to underserved communities, including: school visits, health events, police departments, courthouses, and door-to-door knocking in high-risk neighborhoods.
- Oversee team receiving 800-1000+ monthly interactions across multiple channels including calls, chats and texts.
- Manage scheduling, resource allocation and team alignment within budget parameters for a \$1.5 M budget.
- Develop protocols around confidentiality, compliance and other operational procedures in tandem with leadership team.
- Design and implement new hire/onboarding training & continuing professional development; develop training materials.
- Research, vet and partner with outside training vendors for e-training, on-site/classroom training and live webinars.
- Manage end-to-end hotline recruitment: develop job descriptions, vet resumes, and conduct phone/in-person interviews.

- Report to Victim Services Director on individual and team performance; provide narrative for monthly and quarterly reports, including grant reports; conduct data analysis and provide recommendations on areas for improvement.
- Identify and cultivate community partnerships to increase community awareness and utility of hotline.
- Led major migration from outdated telephone technology to VoIP platform; facilitated team training on new platform.

Lead Call Center Counselor | **MY SISTER'S PLACE, INC.** | Washington, DC Jan 2015 – Jan 20xx
Domestic violence shelter and residence serving 15+ families concurrently.

- Support hotline counselors, provide troubleshooting and address inquiries around job function and hotline calls.
- Assisted coordinator with developing hotline protocols and procedures, maintaining hotline database, coordinating schedules, and completing reporting.
- Respond to hotline calls, performing crisis interventions, safety planning, and providing appropriate referrals.
- Conduct hotline counselor meetings, providing feedback from observations.

Residential Coordinator | **MY SISTER'S PLACE, INC.** | Washington, DC May 2014 – Jan 2015

- Responded to 24-hour crisis hotline, assessing risk and safety planning; responded to general inquiries from residents.
- Interviewed potential clients for intake assessment and provided appropriate referrals.
- Conducted group discussions with residents regarding domestic violence and their children's education.

Administrative Assistant | **QUINN EVANS ARCHITECTS** | Washington, DC Dec 2012 – Jun 2013

- Performed wide range of business-critical administrative duties to support internal operations of the firm.
- Created and maintained reports, edited staff documents, and ensured maintenance of office equipment.
- Supported business managers and principals of firm; reported directly to Business Manager.
- Leveraged multiple software platforms to input client and billing data; utilized InDesign to create collateral.

Project Coordinator | **ALACHUA COUNTY HEALTH DEPARTMENT** | Gainesville, FL Jan 2012 – Oct 2012

- Served as Project Coordinator for the Oral Health Coalition of Alachua; assisted in writing and editing grant for project.
- Developed coalition's year-long project plan including coordinating dental screenings at elementary schools countywide.
- Managed volunteer participation and dissemination of materials to schools and greater community.
- Participated in outreach, maintained data entry, and assisted with budget management.
- Designed and developed curriculum for daycare aged oral health.

HIV Outreach Worker | **ALACHUA COUNTY HEALTH DEPARTMENT** | Gainesville, FL Jan 2012 – Oct 2012
 Concurrent with Project Coordinator role listed above.

- Coordinated new HIV outreach project; led the continuing development of the Business Response to AIDS (BRTA) project.
- Conducted counseling and accompanying documentation for clients both pre- and post-testing.
- Assisted with outreach volunteer management, input and maintenance of demographic data/results in county database.

Project Manager / Training Supervisor | **SCRIBE SOLUTIONS, INC.** | Jacksonville, FL Apr 2010 – Nov 2011

- Coordinated and managed employee training for new hospital contracts.
- Established and executed plans for company projects including developing training curriculum materials.
- Performed ER real-time transcription for physicians as they saw and treated patients.

ADDITIONAL COMPETENCIES

Certificates / Training: Intimate Partner Violence, Trauma Informed Care, Stalking, Cultural Competency, General Crime Victims' Rights and Remedies, Elder Abuse, LEP and Immigrant Population Rights, Language Access, Crime Victims Programs, CFSA & Mandatory Reporting, Confidentiality, TPO & CPO/legal & Justice system, Predominant aggressor analysis, Neurobiology of Trauma, Darkness to Light, Implicit Bias, DV Advocate Certificate (DVACT), Osnum Database best practice, & Steptool

Technical / Software: Proficient in MS Office Word, Outlook, Excel, PowerPoint, and Teams; experience with InDesign, and billing software; Salesforce; Customized VOIP Information Resource (IR); RAINN OHL (Online Hotline), Osnum database, DHS Steptool; Donor Perfect; Volunteer Matrix

EDUCATION

Nonprofit Management Executive Certificate | Center for Public and Nonprofit Leadership | [GEORGETOWN UNIVERSITY](#) | Washington, DC

Executive Preparation Institute | [The Center for Nonprofit Advancement](#) | Washington, DC

Post-Baccalaureate Studies | [UNIVERSITY OF NORTH FLORIDA](#) | Jacksonville, FL

M.A. Education | [UNIVERSITY OF FLORIDA](#) | Gainesville, FL

B.A. Education | [UNIVERSITY OF FLORIDA](#) | Gainesville, FL

VOLUNTEERING & COMMUNITY INVOLVEMENT

Board Member | [DV Fatality Review Board](#) | Washington, DC | 2020 – Present

- Prevent domestic violence fatalities by improving the response of the community and government agencies

Advisory Board Member | [National Center on Domestic Violence, Trauma, and Mental Health](#) | National | 2022 – Present

- Promote survivor-defined healing, liberation, and equity by transforming systems that impact survivors

Volunteer / Member, Leadership Council | [VICTIM'S ASSISTANCE NETWORK](#) | Washington, DC | 2015 – present

- Ethically represent the interests of the whole victim services community in the District of Columbia
- Serve as active liaison between victim services providers and local community.

Member | [DC DV Housing Continuum](#) | Washington, DC | 2018 – Present

- Incorporate best practices in DC housing provision, fully compliant with VAWA and FVPSA regulations

Volunteer | [MY SISTER'S PLACE](#) | Washington, DC | 2015 – Present

- Lead community events for children, including group reading sessions.

Volunteer | [HER Resiliency Center](#) | Washington, DC | 2017 – Present

- Helped to create survivor center policies and practices for youth housing project.
- Facilitates coordination of fundraising and outreach events



Executive Office of the Mayor – Mayor’s Office of Talent and Appointments
John A. Wilson Building | 1350 Pennsylvania Avenue, Suite 600 | Washington, DC 20004

Toshira Monroe



Ms. Toshira Monroe is a former mayoral appointee to the Domestic Violence Fatality Review Board and currently serves as the Chief Operating Officer for Bread for the City.

Ms. Monroe began her journey into the victim services field over 10 years ago, serving as an HIV Outreach Worker and Volunteer Coordinator. In addition to working with trauma survivors living with AIDS, she also developed Business Response to AIDS, a program created to extend the reach of the service providers through collaboration with community businesses. Her previous positions include Deputy Director of My Sister’s Place and DC Victim Hotline

Supervisor for the National Center for Victims of Crime, where she assisted in developing program policies and procedures, coordinated outreach activities, and formulated community partnerships.

She takes pride in building and working in the DC community, establishing lasting relationships with service partners.

A Maryland resident, Ms. Monroe earned her Bachelor of Arts in Education and her Master of Arts in Education from the University of Florida.



GOVERNMENT OF THE DISTRICT OF COLUMBIA
Executive Office of Mayor Muriel Bowser



Office of the General Counsel to the Mayor

To: Tomas Talamante, Steve Walker
From: Betsy Cavendish
Date: March 21, 2024
Subject: Legal sufficiency review of Resolutions nominating Toshira Monroe and Nkiru Nnawulezi as members of the Domestic Violence Fatality Review Board

This is to Certify that this office has reviewed the above-referenced resolutions and found them to be legally unobjectionable. If you have any questions in this regard, please do not hesitate to call Erika Satterlee, Deputy General Counsel, Executive Office of the Mayor, at 202-724-1303, or me at 202-724-7681.

A handwritten signature in cursive script that reads 'Elizabeth A. Cavendish'.

Elizabeth A. (Betsy) Cavendish