Charles E. Monroe, M.Ed.

HIGHLIGHTS

- Over 39 years of program and administrative experience
- Highly skilled in fiscal and budgetary responsibilities
- Excellent communication, writing and networking skills
- FrontLine Leadership Certified Trainer, Achieve Global, 1996

EMPLOYMENT

October '06 – Present **Lutheran Social Services of the Southwest**

President and Chief Executive Officer

- Responsible for business plans and objectives, developing organizational policies, coordinating functions and operations between programmatic geographical areas, and establishing procedures for attaining Agency objectives.
- Prepares long range and short term strategic plans for the Agency which is in concert with the goals, mission and vision established by the Board of Directors.
- Develops budgets and makes recommendations for implementation, with alternatives as appropriate, to the Board of Directors for approval on an annual basis.
- Prepares appropriate reports, proposals and recommendations for action by the Board of Directors.
- Provides leadership to churches in the development of social ministry responses in each congregation, exhibiting a good understanding of the Lutheran Church (ELCA and LCMS) and the policies and practices of the individual Lutheran Church bodies.
- Develops strategies to address the critical social problems and issues of local communities by maintaining a thorough knowledge of the field of social welfare and social welfare programs in the United States, both public and private.
- Directs and coordinates formulation of development programs to provide funding for new or continuing social programs utilizing both traditional and non-traditional methods of generating income.
- Plans and develops public relations policies designed to improve the Agency's image and relationships with employees, clients, churches, and donors.

July '02 – June '06 **Tucson Urban League**

Vice President for Socio-Economic Development

- Responsible for the executive support of the President/Chief Executive Officer within the organization and the community.
- Utilized extensive knowledge of social service delivery systems to ensure the overall administration, operation, strategic management and fiscal accountability of all Socio-Economic Development programs and facilities. Areas of responsibility included: Education Department, Workforce Development, Employment & Training, Case Management, Senior Programs, Prevention and Intervention, Outreach Services, two accredited Early Learning Child Care Centers and the professional development of department leadership and staff with budgets totaling over $3.3 million and 75 employees.

(Additional Responsibility as Vice President – Interim Human Resources Manager, May 03 – Aug. 04)

- Responsible for the administration, leadership, strategic management, and fiscal accountability of all programmatic operations for the Education Department; oversight of the Tucson Urban League Academy Charter School, Alternative Education program, and two Child Care Early Learning Centers with budgets totaling over $1.5 million with 35 employees.
- Responsible for the direct supervision, professional development and training of Charter School teachers, childcare staff and department support staff.
- Monitored and evaluated program performance to maximize and ensure compliance with all contractual requirements including federal, state, and county laws for educational programs.

- Maintained professional relationships and served as liaison with the State Department of Education, State Department of Health Services, and the Juvenile Justice System. Collaborated with neighboring school districts, community programs, and advocacy agencies that supported issues related to children, young adults, and families.
- Served as liaison to the Education Advisory Committee of the Tucson Urban League, Inc. Board of Directors.

Sept. '95 – Apr. '02 **Volunteers of America of Greater New York**
Division Director, Homeless Services Division

- Overall administrative, programmatic and fiscal responsibility for the largest Division of Volunteers of America-Greater New York; oversight of twelve programs providing diverse services within a comprehensive continuum of care to the chronically homeless and mentally ill, annual budget over $20 million with 330 employees and over 200 volunteers; identified and secured $1.2 million for annual new program growth in FY '01 and secured over $1.7 million prior to the end of the 2nd quarter of FY '02.
- Supervision of Program Directors, Business and Human Resources Department Managers; procure and monitor all contracts including medical and security service contracts over $2 million annually.
- Oversight of facility and plant management for all programs including the largest homeless shelter in the City of New York, serving 953 clients daily, housed in three buildings located on 8.5 acres.
- Maximized and ensured the Continuous Quality Improvement and consistent high quality of program services based on pre-determined measurable outcomes.

Feb. '94 – Sept. '95 **Jewish Board of Family and Children's Services, New York**
Director of Residential Treatment

June '88 – Feb. '94 **Covenant House New York**
Associate Executive Director
Progressive Responsibility

Director of Student Life	(1990-1991)
Director of Support Services	(1989-1990)
Coordinator of Educational and Vocational Services	(1988-1989)

June '75 – May '88 **The Riverside Church, New York**
Director of Youth Ministries

Feb. '73 – June '75 **New York City Board of Education**
6th Grade Teacher, Public School 55

EDUCATION M.Ed., Antioch College, 1976
B.A., Herbert H. Lehman College, City University of New York, 1973
Provisional Adult Education Certification – Arizona Department of Education (2006 - 2009)

AFFILIATIONS

- Pima County Workforce Investment Board (2007 – Present)
- Northwest Regional Coalition Board of Directors (2008 – Present)
- PASSAGE Transition Coalition Board of Directors (2010 – Present)
- United Way of Tucson and Southern Arizona Board of Directors (2009 – Present)
- Child and Family Resources – Member of Board of Directors (2007 – 2008)
- Pima Community College – Adjunct Professor (2006 – 2007)
- Association of Arizona School Administrators (2005 – 2007)
- Member of the Greater Tucson Economic Council (2004 – 2005)
- Professional Preparation Board - University of Arizona (2002 – 2003)