

# KRISTOPHER L. MONSON SENIOR ADMINISTRATIVE OFFICER

AURORA, CO | (720)810-6675 | [krismonsons@gmail.com](mailto:krismonsons@gmail.com) |  [LINKEDIN](#)

I am a dynamic and transformative program manager and leader with over a decade of experience in government disability services, specializing in process improvement, team development, and stakeholder engagement. Currently, I oversee operations that directly support Colorado's Disability Determination Services, including fiscal management, document processing, and vendor relations. I thrive in environments where innovation meets public service, identifying opportunities to streamline processes, enhance service delivery, and drive meaningful results.

Throughout my career, I've successfully led teams through complex transitions—implementing a new case processing system, reducing payment request backlogs by 76%, and introducing technological solutions like agency-wide desktop faxing to improve operational efficiency. I'm passionate about cultivating collaborative, high-performing teams by fostering growth, providing mentorship, and encouraging a culture of continuous improvement.

As a dedicated public servant, my goal has always been to improve the services we provide to the community by combining strategy, technology, and thoughtful leadership. I value partnerships, both within my organization and with external stakeholders, to create solutions that drive sustainable improvements and positive outcomes for the populations we serve.

## EXECUTIVE ASSETS

▪ Administrative Leadership	▪ Program & Team Leadership	▪ Change Management
▪ Business Operations	▪ Public Policy	▪ Creative Innovation
▪ Government Relations	▪ Training & Mentorship	▪ Document Management
▪ Strategic Planning	▪ Executive Engagement	▪ Executive Leadership

## CAREER IN ACTION

### COLORADO DEPARTMENT OF HUMAN SERVICES | DENVER, CO | 2007 - PRESENT

#### DASH ADMINISTRATOR (PROGRAM MANAGER III) | 2018-PRESENT

- Supervise 4 direct reports who oversee 35 employees that handle document management, fiscal, screening/verification, and professional relation functions within the Colorado Disability Determination Services.
- Facilitate ongoing review and improvements of internal business processes.
- Lead implementation of new disability case processing system within the agency.
- Serves as main liaison between the federal government and the DDS in the areas of case processing and electronic records.

#### VALIDATION UNIT SUPERVISOR – COLORADO DISABILITY DETERMINATION SERVICES | 2018

- Supervise 15 team members with classifications ranging from Administrator I to Administrator IV
- Oversight of receipt of disability cases from the Social Security Administration to ensure proper case coding and contact information is added to the case as well as ensuring proper documentation is included to allow for complete case development.
- Oversight of case closure activities to ensure adjudicated cases are routed to the proper Social Security Administration component (i.e. Field Office, Payment Center, Disability Quality Branch, etc.).
- Oversight of the agency payment process. Ensuring payments for medical records and consultative examination reports are issued correctly and timely in compliance with State of Colorado fiscal rules and other state and federal regulations.
- Oversight of DDS vendor relation procedures. This includes vendor outreach to ensure DDS payments are received and cashed, W9 maintenance, and other payment research as needed.
- Oversight of DDS document management procedures to ensure case related documents received by a variety of electronic means are imaged to the appropriate case in a timely fashion to assist in timely case adjudication.
- Oversight of DDS mailroom and central print operations to ensure agency correspondences are printed, sorted, and mailed in compliance with state federal regulations.
- Create and organize unit training to ensure team members understand their duties and feel connected to the agency as a whole.
- Monitor team member productivity and provide constructive feedback and coaching.
- Implemented best practices to ensure medical record payments were made within 45 days or less. These practices led to a 76% decrease in the medical record payment request backlog (3600 pending requests. Down from 15,000).

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- Establish and maintain relationships with such external stakeholders as field office claims reps, field office management, SSA Regional Office liaisons, community organization representatives, medical providers, vendors, etc.
- Introduced desktop faxing abilities agency-wide to allow for more efficient fax communication from teleworking as well as onsite team members.
- Oversight of the DDS public facing website content. Providing updates as needed and working with CDHS Communications to add additional vendor resource documents (i.e. EFT applications, lost warrant affidavits, W9 forms) to assist in efficiently handling vendor requests.
- Current interim supervisor of the Screening and Verification Unit overseeing a five-person team in charge of pre-assignment case development activities (i.e. medical record source verification and claimant documentation verification), agency switchboard activities, and consultative examination confirmation procedures.

## PROFESSIONAL RELATIONS OFFICER | COLORADO DISABILITY DETERMINATION SERVICES | 2012 - 2018

- May 2013: Promoted to Lead Professional Relations Officer
- Assists in the management of the Consultative Examination oversight process by:
  - Reviewing reports submitted by CE providers to ensure they include the content required by Social Security.
  - Reviewing and updating the DDS medical fee schedule annually.
  - Conducting annual on-site visits with key and volume CE providers as required by SSA.
- As the DDS ERE/HIT Coordinator, manages efforts of Professional Relations Unit to build and maintain relationships with medical facilities' health information departments, and recruit them to utilize Social Security's electronic record initiatives to decrease the amount of time it takes the DDS to receive medical records from the facilities.
- Serves as DDS Legislative Coordinator which involves reviewing proposed legislation, and providing an impact statement to DDS management regarding any programmatic or fiscal effects the legislation may have on the agency.
- Acts as supervisor during absence of Professional Relations Supervisor of a three person team.
- Designed and developed Microsoft Access database to serve as a central repository for the Professional Relations Unit CE oversight documentation.
- Conducted Disability 101 trainings to local disability advocates, health care professionals, and other interested parties.

## DISABILITY EXAMINER | COLORADO DISABILITY DETERMINATION SERVICES | 2007 – 2012

- 2011-2012 adjudicated QDD/CAL cases and maintained a 98.3% quality rating while completing 984 cases.
- Evaluated all relevant data (i.e. medical records, claimant supplied information, secondary source information, etc.) regarding development of the disability claim.
- Researched and analyzed laws, regulations, policies, and precedents to aid in the preparation of the claim decision.
- Conferred with individuals or organizations (doctors, claimants, social workers, etc.) involved with the case to obtain other relevant information or to explain the status of the claim.
- Recommended the approval or denial of a claim according to policies, laws, regulations, and precedents.
- Obtained and routinely used knowledge of laws, precedents, and regulations through a variety of reference tools.
- Developed high standards of customer service skills to provide the claimant a quick and accurate case decision.
- Developed strong skills in reading comprehension, critical thinking, writing, decision making, time management, and complex problem solving through the claim adjudication process.
- Became a member of the CDHS Employee Council in April 2012.

## EDUCATION



BACHELOR OF ARTS, POLITICAL SCIENCE  
UNIVERSITY OF MONTANA - MISSOULA

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### SPECIAL PROJECTS

2017      Led the implementation of the MER Bonus initiative where DDS pays a bonus in addition to a flat fee to medical facilities who submit medical records to DDS within 5 calendar days of receiving the request. This led to a 43% decrease in the number of days to receive medical record from vendors/providers.

2017      Assisted in developing and implementing rotation system for interpreters to help ensure fairness in interpreter selection when scheduling a consultative examination.

2016 – 2018      Served as the Colorado DDS representative on the SSA Health Information Technology (HIT) cadre

2016      Led the implementation of the Electronic Records Express (ERE) rotation system enhancement that allows medical record providers to utilize multiple staff members when processing medical record requests.

2015 – 2019      Facilitator of DASHIE employee recognition organizing committee

2012 – 2014      Member of CDHS Employee Council

### AWARDS & RECOGNITION

#### AWARDS:

- 2017 – Nominated for CDHS Employee of the Year
- 2016 – Nominated for CDHS Employee of the Year
- 2016 – DDS Innovation Award
- 2015 – Social Security Administration Associate Commissioner's Citation in recognition of significant contribution in implementing original and creative approaches to communication and service delivery to better serve the disabled citizens of Colorado.