

# MONICA DIANE MORRIS KREBS



## PROFILE

A self-motivated professional with nonprofit and crisis leadership experience, I am positioned to support programs in accomplishing mission-driven work. Using my educational background in Women's and Gender Studies I employ an intersectional feminist lens in my work to better understand the unique experiences of each person with whom I interact.



## PROFESSIONAL EXPERIENCE

### Case Response Specialist, Corporate Engagement

Oct 2019- Present

Previously: Senior Advocate

Jan 2016 - Oct 2019

National Human Trafficking Hotline/Polaris

- Support the corporate partnership team in relationship development and execution of in-kind donations
- Develop and maintain internal protocols to ensure consistent, survivor-centered case response when booking in-kind resources
- Manage data, outcome collection, and reporting needs for corporate partners to demonstrate impact of in-kind resources
- Review and manage a caseload of human trafficking and exploitation tips and crisis cases
- Develop and manage relationships with law enforcement, service providers, government agencies and other key stakeholders
- Develop and deliver specialized human trafficking trainings to internal staff and external stakeholders
- Supervise hotline operations while triaging urgent cases and providing support to advocates in the room
- Reviewed and cleaned hotline data within the Salesforce environment
- Provided feedback on advocate performance
- Developed resources to assist advocates in responding consistently and efficiently to all signals
- Researched service providers to expand hotline resources to support underserved populations
- Serve as a coordinator of the Gender, Sexual, and Romantic Minorities working group
- Co-developed an internal protocol and competency training to support and advocate for transgender callers
- Presented a webinar on human trafficking within the LGBTQ\_Latinx community
- Presented on trafficking within the transgender community at a conference
- Fielded contact from stakeholders and produce clear, concise, accurate case notes and reports to ensure appropriate case response

### AmeriCorps Teaching Intern

High Rocks Educational Corporation

June 2015 - Aug 2015

- Supervised and supported youth ages 12-17
- Tutored the youth in math, and assisted with a course on food justice in Appalachia
- Completed an independent research project on asset mapping and developed an asset inventory to enhance organizational capacity
- Developed and taught a comprehensive sex education seminar to a group of 10 youth
- Provided direct support to a group of 4-5 youth during each camp session and led group activities to promote self-awareness and healthy self esteem



## VOLUNTEER EXPERIENCE

### Program Intern

Maryland Coalition Against Sexual Assault

Aug 2016 - April 2017

- Researched and developed public fact sheets covering a variety of topics including human trafficking, LGB survivors, transgender survivors, financial costs of sexual assault, and street harassment
- Developed a training on human trafficking for the organization
- Developed a training on forensic exams and a SAFE eBrochure to better standardize statewide programs
- Provided logistical support for MCASA's annual fundraiser to assist with capacity building and development
- Provided administrative support to the programs' staff members
- Collected and analyzed feedback for public training events to ensure data-driven improvements
- Wrote relevant, timely articles for the quarterly eNewsletter

### Resource Classroom Aide

Marietta Middle School

Jan 2015 - May 2015

- Supervised youth with developmental disabilities in the resource classroom at a middle school
- Worked individually with three students providing more direct supervision to help the students stay focused and complete assignments



## EDUCATION & PROFESSIONAL DEVELOPMENT

2015 - 2017

M.S., Women's and Gender Studies, Concentration in Women, Health, and Sexuality

Towson University

GPA: 4.0

B.A., Majors in International Leadership Studies and Psychology, Minor in Gender Studies

Marietta College

Capstones: *Human Trafficking: A Case Study of Modern Slavery in Thailand*; *Women in Leadership: Implicit Bias & The Glass Cliff*

GPA: 3.67, Cum Laude

2011 - 2015

### Conferences & Additional Training:

- *Translating Identity Conference*, presenter: "Trafficking in the Transgender Community"
- *McDonough Leadership Conference*, presenter: "Bridges to Community: A Comprehensive Approach to Community Organizing"
- *All Scholars Day*, presenter: "Women in Leadership: Implicit Bias & The Glass Cliff"
- *Human Rights Campaign's Time To Thrive Conference*, attendee
- *Regional Training on Campus Sexual Assault*, attendee
- *Neurobiology of Trauma*, attendee
- *Women in Philanthropy Summit*, attendee
- *Maryland Victims' Rights Conference*, attendee
- *Freedom from Exploitation Conference*, attendee
- *32-Hour Victim Advocate Training*, attendee



## EXTRACURRICULAR LEADERSHIP

### Community Service & Philanthropy Chair

Chi Omega Women's Fraternity

Jan 2013 - Dec 2013

- Supervised members' community service activities and ensured that national and chapter requirements for service were met
- Supervised a committee of members planning fundraising events for our philanthropic partner, The Make-A-Wish Foundation, through which we raised around \$2,000 annually

### Board Member

NextGen NonProfit Board Leadership

Jan 2013 - May 2014

- Served as a Board Member for the Hippodrome Colony Historical Theatre Association and attended monthly board meetings
- Completed a capacity assessment for the organization
- Completed a research project scanning and reviewing microfiche articles related to the theater's history and shows

### Coordinator

Social Justice Leadership Institute

Sept 2012 - May 2013

- Developed lesson plans and liaised with presenters to speak on social justice topics
- Provided written and oral feedback to students regarding performance on assignments and in class
- Planned a hands-on learning trip to Chicago for students to meet with activists and learn about the history of social justice movements there and led debriefs with students at the end of each day throughout the trip