

Resume

CATHERINE (KITTY) PRING

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EMPLOYMENT

**Consultant / Mediator
ReSolution Resources, LLC**

2001- current

Diverse private alternative dispute resolution practice, including group and community facilitation, organizational assessment, program design and systems evaluation in health and human services organizations, group and individual conflict resolution in the areas of living environment, employment, family, real estate, medical practice, contract, and community issues. Expert witness for Center for Law and Public Policy in 2005 legal action concerning the Colorado Benefit Management System (a computer system for determining public benefits).

Numerous awards as mediator/facilitator including: Facilitator of the Year in 2005 and 2007, Permanent Restraining Order Mediator of the Year, and member of the 100 Club.

**Colorado Ombudsman for Medicaid Managed Care
MAXIMUS, Inc.**

2003-2004

Responsible for full range of ombudsman services for client complaints concerning quality of care and access to care under the Colorado Medicaid Managed Care Program, including education, negotiation, mediation, and representation of Medicaid clients in adjudication hearings.

**Director, Adult Services Division
City-County of Denver Department of Human Services**

1985-1999

Director of Division with 240 employees, responsible for ten major programs at six different locations serving over 100,000 persons in the Denver metropolitan area. Program responsibilities included: Food Stamps, Old Age Pension, Aid to the Needy Disabled, Low Income Energy Assistance, Medicaid, Adult Protection, Long Term Care, Supplemental Foods, Employment and Electronic Benefits Transfer. Position required planning, program development, program coordination, budgeting, grant and contract negotiation, grant writing, training, complex personnel administration, negotiation and mediation with staff, clients,

community agencies, and governmental entities, complaint resolution, serving as hearing officer, and representation of Denver on numerous intergovernmental taskforces including Colorado Long Term Care Planning Committee, Aging and Mental Health Committees, Head-Injury Grant Committee, Commission on Persons with Disabilities, and special community taskforces to deal with zoning, housing, emergency services, and transportation.

**Program Officer
The Piton Foundation**

1981-1985

Program officer for nonprofit charitable foundation with annual grants of several million dollars. Responsible for program innovation, program evaluation, grant review and financial analysis, community needs assessment, facilitator/negotiator on behalf of community agencies and service providers.

**Director
Colorado Long Term Care Systems Development Grant
Colorado Department of Human Services**

1981

Developed State of Colorado's Comprehensive Long Term Care Plan under a federal grant. Staffed Governor's Long Term Care Planning Committee, moderated numerous community forums and focus groups, managed personnel and research, developed local and state financing mechanisms for community based services under Medicaid, and led community planning requiring consensus building at local and state levels.

**Community Relations Consultant
Denver Commission on Aging**

1976-1981

Responsible for program development, analysis, community relations, research on community needs, and interagency planning. Extensive interface with individuals, neighborhoods, citizen groups, and governmental organizations regarding program development and evaluation.

Other Prior Employment:

- Consultant to National Environmental Health Association
- Executive Assistant to Ohio Attorney General's Civil Rights Section
- Administrative Assistant to Director of Benjamin Rose Institute in Cleveland, Ohio
- Director of U.S. Office of Economic Opportunity in Washtenaw County, Michigan
- Professor of English, Chulalongkorn University, Bangkok, Thailand
- Fulbright Instructor at University of Jaipur, Rajasthan, India
- Social Worker, Harlem, New York

EDUCATION

ARIA-C3 Process – Certificate in Collaborative Planning and Community Conflict Resolution	2006
Mediating Workplace Disputes - Certificate in Mediation	2000
Leadership Golden	Class of 2000-01
National Leadership Institute on Aging – Certificate	1991
University of Michigan, School of Public Administration	1968
- Masters Degree in Public Administration (MPA)	
- Certificate in Gerontology	
Vassar College – Bachelors Degree in Psychology BA in Psychology -1963	1963

Ongoing training seminars and certificates in mediation, including environmental, restorative justice, school-based mediation, permanent restraining order and domestic violence, victim-offender, shuttle, and family mediation. Other specialized training in cultural and racial diversity, low-income housing, long term care, mental health, aging, transportation, zoning, supervision skills, Winners' Edge, leadership and management. Numerous volunteer awards from Jefferson County Mediation Services, and member of its "100 Club" (mediated over 100 cases as a volunteer for JCMS).

VOLUNTEER ACTIVITIES

- Member of Advisory Board of Jefferson County (Colorado) Mediation Services and award winning pro bono mediator in community conflicts, small claims court, victim-offender reconciliation, employment, and permanent restraining order cases
- Numerous facilitation activities for government agencies (including all day facilitation of the Colorado Community Corrections stakeholders to respond to recent legislative audit report)
- Hearing officer for Jefferson County Human Services
- Planning and grant writing for CARE (Canyon Areas Residents for the Environment) for creation of a special parks and recreation district on Lookout Mountain
- Grant writing and grant monitoring on behalf of a coalition of Lookout Mountain communities to control noxious weeds
- Grant writing for Victim Offender Program of Denver

- Advocacy and planning through participation on the Coalition on Workforce Issues in Long Term Care
- Marketing for the Living and Healing Arts Center
- Evaluation of Grant Proposals for Great Outdoors Colorado
- Membership services for the Clear Creek Land Conservancy
- Member of the Finance Committee, Real Estate Committee and Energy Subcommittee of Mount Vernon Metropolitan District
- US Department of Justice volunteer in fair housing
- Civil rights advocacy, especially in the area of housing
- Membership on a large number of state and local boards of directors, including the Denver Commission on Persons with Disabilities as a mayoral appointee; state and local planning committees, including a committee to review and propose amendments to Denver's zoning for special use homes, a committee to revise the Denver Tax Rebate program, committees to develop long term care services, and aging advocacy committees
- Teaching classes at DU School of Social Work and Metro State College
- Numerous lectures and presentations.